



# VISIA®

## User Guide

software version 10.0

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## VISIA USER GUIDE

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## VISIA LIMITED ONE-YEAR WARRANTY

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### Coverage:

A one-year warranty is provided by Canfield Scientific, Inc. (“Canfield”) on VISIA booth parts. (For warranty information on the VISIA software, please refer to the End User License Agreement in this user guide.) During the one year period beginning on the date of shipment and/or software activation, whichever occurs later, Canfield warrants that the VISIA booth will be free from defects in material and workmanship. If the customer discovers a defect, Canfield will, at its option, repair or replace the defective component(s) at no charge to the customer, provided it is returned during the warranty period. All of VISIA’s electronics and optics are housed within a modular, replacement equipment box. The cost of shipping this replacement box both ways (less any applicable custom duties and/or export taxes) will be paid by Canfield for all warrantable repairs.

Canfield owns all parts removed from repaired products. If Canfield repairs or replaces a product, its warranty term is not extended.

After the first year, VISIA’s Warranty Service and Support can be extended by fee-based yearly service agreements covering product hardware, technical support, and software upgrades.

### State Law Rights:

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above exclusions or limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

### Exclusions:

This warranty does not cover customer training, instruction, installation, set up adjustments, or LAN-network-related problems.

This Warranty does not cover damage due to external causes, including accident, abuse, misuse, problems with electrical power, servicing not authorized by Canfield, usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by use of parts and components not supplied by Canfield.

This warranty does not cover computer systems, computer peripherals, or other equipment not manufactured by Canfield. All such third-party equipment is covered by separate manufacturers’ warranties where applicable.

This warranty is expressly made in lieu of all other warranties, expressed or implied, including without limitation, warranties of merchantability and fitness for a particular purpose.

Our liability is limited to the repair or replacement, at our option, of any defective product and shall in no event include incidental or consequential commercial or property damages of any kind.

### To request warranty service:

Customers located in the United States, Canada or Mexico, please phone Canfield technical support at 1-800-815-4330. Other international customers please call +1-973-434-1201.

The e-mail support address is [techsupport@canfieldsci.com](mailto:techsupport@canfieldsci.com).

Should it be determined by Canfield technical support that a unit must be returned for service, a Return Merchandise Authorization (RMA) number will be provided. This RMA number must be clearly marked on the outside of all packaging. If determined as necessary, a replacement VISIA equipment box will be shipped in a specially-designed shipping case that will be sent within two business days (within the continental US); longer (up to four days) for other destinations allowing for potential custom delays with international shipments. Information on packing and shipping will be included.

Shipping address: RMA # \_\_\_\_\_ (to be provided by Canfield prior to shipment)

Canfield Scientific, Inc.  
4 Wood Hollow Road  
Parsippany, NJ 07054 USA



## **EXTENDED CANFIELD CARE SERVICE AGREEMENT FOR VISIA**

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One year of Canfield Care® is included with your new VISIA purchase. The initial Canfield Care agreement provides a warranty on the VISIA booth, phone access to technical support<sup>1</sup>, and free software upgrades for one year from date of delivery.

Beyond this first year, Canfield Scientific, Inc. offers an extended Canfield Care service agreement for an annual fee. This extended service agreement extends the warranty for all VISIA booth parts. All coverage and exclusion details for this extended warranty are the same as those described in the VISIA Limited One-Year Warranty. In addition, the user continues to receive software upgrades and have phone access to technical support<sup>1</sup> for the term of the Canfield Care Agreement.

All renewal fees must be remitted to Canfield (or an authorized distributor where applicable) at least 30 days prior to the expiration date of the current VISIA Service Agreement (initial or extended). Once a Canfield Care Agreement has expired, it may not be renewed; although imaging booth repair, technical support, and software upgrades may still be obtained with individual service charges as noted below<sup>2-4</sup>.

To enter into an Extended Canfield Care Service Agreement, please contact Canfield by e-mail at [support@canfieldsci.com](mailto:support@canfieldsci.com) or by phoning 1-800-815-4330 toll-free in the US, Canada or Mexico (other international customers phone +1-973-434-1201).

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<sup>1</sup>Note that for international customers (outside of the US and Canada), technical support is provided locally through an authorized distributor where available.

<sup>2</sup>Out-of-warranty repairs to the imaging booth: The customer will be charged a fixed diagnostic fee of \$350, plus any parts and labor required for repairs. The customer is responsible for prepaying all transportation charges including insurance and any associated fees and any applicable custom duties and/or export taxes. *IMPORTANT:* A Return Merchandise Authorization (RMA) number must be obtained from Canfield prior to shipping any equipment.

<sup>3</sup>For customers without a current Agreement, technical support may be obtained at the rate in effect at the time of service.

<sup>4</sup>All pricing subject to change without notice.

## SAFETY AND TECHNICAL INFORMATION

### DESCRIPTION OF MARKS

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**CAUTION and/or WARNING** – Please consult ACCOMPANYING DOCUMENTS and read carefully to ensure safe use of this equipment.



**HIGH VOLTAGE** – High Voltages are present.



**USB Port**



Recommendations and tips for optimum product use.

### TECHNICAL DESCRIPTION

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This equipment is recognized and tested as:

- For Continuous Operation;
- Not suitable for use in WET LOCATIONS;
- Not suitable for use in the presence of a FLAMMABLE ANESTHETIC MIXTURE WITH AIR or WITH OXYGEN or NITROUS OXIDE.

### AUTHORIZED STANDARDS

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This device complies with the following Standards:



**Safety of Information Technology Equipment**



**Federal Communications Commission (FCC)**

#### **Safety European Union**

This device complies with the requirements of the Low Voltage Directive 2006/95/EC.

- EN60950-1: 2005-2nd Ed, AM 1: 2009—Information Technology Equipment

#### **United States of America**

- UL60950-1: 2nd Edition 2007—Safety of Information and Technology Equipment

#### **Canada**

- CAN/CSA C22.2 No. 60950-1: 2nd Edition 2007—Standard for Safety for Information Technology Equipment

## Safety and Technical Information

### EMC Standard European Union: EMC Directive 2004/108/EEC

- EN 55022:2010—Information Technology Equipment—Radio Disturbance Characteristics
- EN 61000-3-2: 2014 Ed 4.0 —Harmonic Emissions
- EN 61000-3-3: 2013 Ed 3.0 —Voltage Fluctuation and Flicker
- EN 61000-4-2: 2009—Electrostatic Discharge
- EN 61000-4-3:2007 —Radiated RF Susceptibility
- EN 61000-4-4:2004—Electrical Fast Transients
- EN 61000-4-5:2006—Power Line Surge
- EN 61000-4-6:2009—Radio frequency Immunity
- EN 61000-4-8:2009—Magnetic field Immunity
- EN 61000-4-11:2004—Voltage Dips/Interruption Immunity

### United States of America:



**Federal Communications Commission (FCC):** This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: 1) This device may not cause harmful interference, and 2) this device must accept any interference received, including interference that may cause undesired operation.



**WARNING:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**NOTE:** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Shielded cables must be used with this unit to ensure compliance with the Class A FCC limits.


### Canada

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

**Compliance with other EU directives** VISIA complies with the following European Union Directives aimed at environmental protection as well as consumer health and safety.

- Directive 2002/96/EC on Waste Electrical and Electronic Equipment (WEEE Directive)
- Directive 2002/95/EC on the Restriction of the Use of Certain Hazardous Substances (RoHS Directive)



 **For Korea compliance with KCC only** External electrical mains voltage transient during the operation of VISIA system may show an error and software will stop running. This is an intentional process to protect the equipment itself. In such case, user should restart the VISIA imaging booth and/or the computer in order to continue operation.

### RECYCLING AND DISPOSAL INFORMATION

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In accordance with these directives, all non-electronic components removed for replacement, and any related packaging material should be disposed of following your country's or local area's legislation for recycling.

Any electronic components or modules removed for replacement should be returned to Canfield or its local agent, using the packaging material supplied with the replacement component or module received.

**Shipping address:** Canfield Scientific, Inc., 4 Wood Hollow Road, Parsippany, NJ 07054 USA

### SAFETY PRECAUTIONS

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-  **Before you begin operating the VISIA system, carefully read the Operating Instructions for this device and any relevant accessory equipment.**
-  To prevent electrical shock, use only the power cable supplied with your system by Canfield Scientific, Inc..
-  Connect equipment only to properly grounded electrical receptacles.
-  To protect the VISIA system from sudden, transient increases and decreases in electrical power, use a surge suppressor, line conditioner, or uninterruptible power supply (UPS) if such equipment is approved for use in the country where VISIA is installed.
-  Do not make conversions and/or changes to the equipment without the express authorization from the manufacturer. Unauthorized conversions and/or changes could jeopardize the safety of the system and will void the warranty.
-  Do not attempt to clean the booth using alcohol, benzene, paint thinners, or other flammable substances. Using flammable substances near the unit's high-voltage areas may result in a fire or electrical shock.
-  Operate the system only with original and/or manufacturer authorized parts.
-  Always ensure that this device and any relevant accessory equipment is placed on a dry, stable surface.
-  Keep cables free and clear from traffic areas to prevent trip hazards.
-  Before moving the VISIA system, be sure that all cables have been disconnected.
-  Do not place food or liquid on the VISIA imaging booth. If the VISIA system gets wet, contact Technical Support.
-  Always turn equipment power off before changing the equipment box. Allow 15 minutes for cooling; the lens covers and bulbs remain hot after the power is off.
-  If smoke or excessive heat is detected, turn the equipment off, unplug the power cord and contact Technical Support. Do not resume use unless authorized by Technical Support to do so.
-  If you are placing the VISIA System on a cart or stand, follow the manufacturer's instructions and specifications for proper installation.

## CHAPTER 1

# System Set-up and Software Installation

## 1.1 VISIA ANALYSIS SYSTEM — UNPACKING AND ASSEMBLY

### Unpacking the VISIA analysis system equipment



The VISIA Analysis System includes:

- VISIA Facial Imaging Booth
- AC power cord for the imaging booth
- PC connection (USB cable)
- Product key (your VISIA license)
- VISIA Quick Reference Guide
- collar drape cloth (black)

If you purchased the Desktop or Deluxe Solution, you should also have received:

- all-in-one touch-screen computer
- wireless keyboard & mouse
- any optional accessories you ordered

If any components of your order are missing or damaged, call Canfield Scientific, Inc. at 1-800-815-4330.

## Setting up the computer

If you have not already done so, unpack and set up the computer according to its manufacturer's instructions.

Be sure that your computer is functioning properly before proceeding with installation of the VISIA system.

## Connecting the booth to the computer

✔ **IMPORTANT:** If you are using a computer that was *not* supplied by Canfield, be sure the **VISIA software is installed before** you connect the VISIA booth to your computer (see [1.2 Installing VISIA Software on a Stand-alone Computer](#)).

**1** Set the VISIA booth on a stand or table that is an appropriate height for clients to approach the system comfortably. Canfield recommends a 36 to 42-inch table height, assuming an adjustable stool will be used.



**If you are placing the VISIA System on a cart or stand, follow the manufacturer's instructions and specifications for proper installation.**




**2** Remove the rotation locking pin by pulling down on the round key ring. The locking pin prevents the booth from rotating during shipping and is no longer needed.



**3** 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.



**4** 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. (Note: USB sockets are typically marked with the  symbol.)

## 1.2 INSTALLING VISIA SOFTWARE ON A STAND-ALONE COMPUTER

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**NOTE: If you purchased a VISIA Deluxe or Desktop Solution, the software is already installed, but needs to be activated.** Complete the steps in [1.3 Completing the Canfield Connect Registration](#).

Follow these software installation instructions if you are using a computer that was *not* supplied by Canfield Scientific along with the VISIA system.

Before installing the software on a computer not supplied by Canfield Scientific, ensure that it meets the [minimum specifications listed in Appendix C](#).

### Download your software



- 1 Locate your Product Key in the white Getting Started box that came with your system. *The Product Key consists of a unique string of 16 characters.*
- 2 Navigate to **[www.canfieldconnect.com/software](http://www.canfieldconnect.com/software)**
- 3 When prompted, enter your Product Key.
- 4 Download all installers associated with your key.

### Before installing software

- 1 Run Windows Update to ensure that your operating system is up to date. If updates have not been performed regularly, this may take several hours.
- 2 Close any programs that may be running on the computer.
- 3 Temporarily disable any antivirus software.

**Expect the software installation process to take 15 to 20 minutes for VISIA, plus additional time for Windows updates as needed.**

### Installing VISIA software on stand-alone computer

✓ The computer should be connected to the internet.

1 Navigate to the Downloads folder and locate the installer you downloaded from Canfield Connect.

2 Double click  **setup**.

3 When the InstallShield welcome screen appears, click **Next >** to proceed with installation.

4 Read the Software License Agreement. If you agree to the terms of the License Agreement, select “I accept the terms of the license agreement” and click **Next >** to continue with software installation. If you select “I do not accept the terms of the license agreement,” the Setup program will close.

5 On the “Setup Type” screen select STAND-ALONE, then click **Next >**.

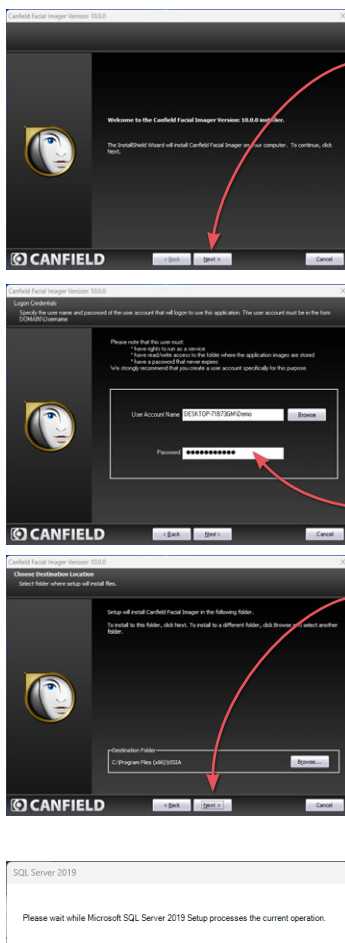
6 The “Select Features” screen enables you to deselect features you do not want installed. Click **Next >**.

7 Enter the user name and password of the account that will log on to VISIA. Click **Next >**.

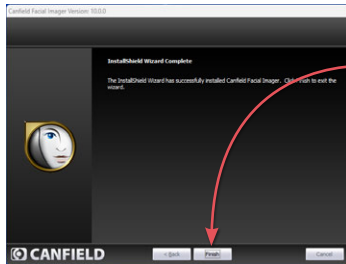
8 Click **Next >** to install the VISIA program files to the default location. If you wish to change the install location, click **Browse...** to select the desired location.

9 A confirmation screen appears. If you wish to review or change any settings, click **< Back**. If you are satisfied with the settings, click **Next >** to begin copying the program files to the computer’s hard drive.

The VISIA software installation includes installing and setting up Microsoft SQL Server.



**10** When Canfield Connect® Registration appears on the screen, complete the steps in the next section, [1.3 Completing the Canfield Connect Registration](#).



**11** When prompted that installation is complete, click **Finish**. (Note: If prompted to do so, you should choose to restart the computer.)

**12** If you have installed the “Apple iPad” feature, this will need to be activated by Canfield. For more information, contact your Canfield representative at 973-434-1201 or [admin@canfieldconnect.com](mailto:admin@canfieldconnect.com).

### 1.3 COMPLETING THE CANFIELD CONNECT® REGISTRATION

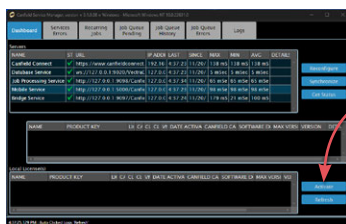
*You are required to register your Product Key in order to use your Canfield software.*



**An internet connection is required to complete the Canfield Connect Registration.**

If completing Canfield Connect Registration *during* the software installation process, skip to **Step 4**.

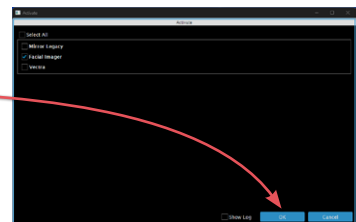
If you chose **Do this later** during software installation or if the software was pre-installed, complete **Steps 1–11**.

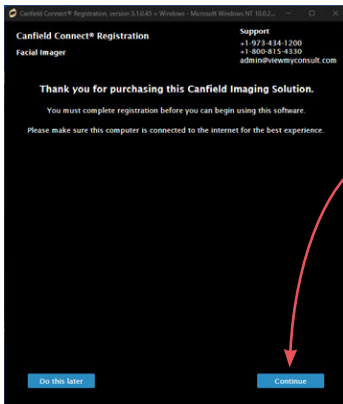


**1** Double-click the  **Service Manager** icon on the desktop.

**2** Click **Activate** in the **Dashboard** tab.

**3** Select **Facial Imager** in the **Activate** screen and click **OK**.

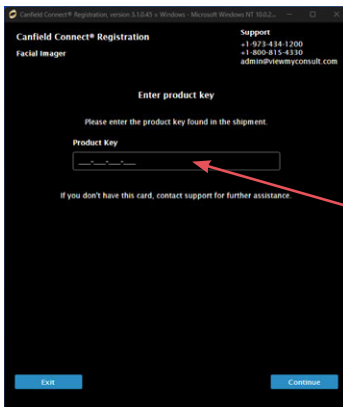




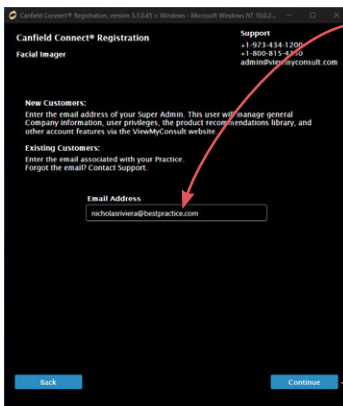
4 Click **Continue** in the Canfield Connect® Registration “Thank you for purchasing this Canfield Imaging Solution” dialog.

5 Locate your VISIA Product Key in the white Getting Started box that came with your system.

*The Product Key consists of a unique string of 16 characters.*



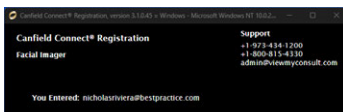
6 Enter the Product Key, then click **Continue**.



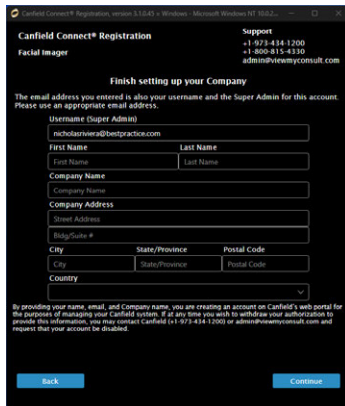
7 Enter the email address of your “Super Admin”.

*This user will manage general Company information, user privileges, the product recommendations library, and other account features via the Canfield Connect website.*

Click **Continue**.



8 Verify the email address, then click **Continue**.



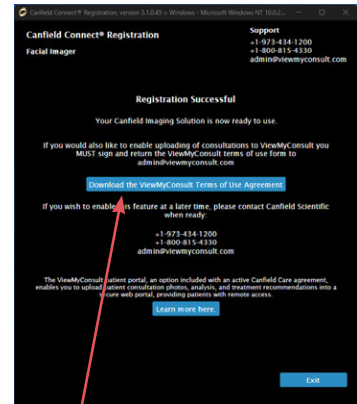
9 Complete the information requested in the “Finish setting up your Company” screen, then click **Continue**.

10 Verify your information, then click **Continue**.

11 Activate the ViewMyConsult® option by completing the steps below, or click **Exit** in the “Registration Successful” screen.

*Canfield Connect Registration is complete.*

**ViewMyConsult** is an option included with an active Canfield Care Agreement, enabling the upload of patient consultation photos, analysis and treatment recommendations to a secure, interactive web portal, and providing patients with remote access.



**To activate ViewMyConsult:**

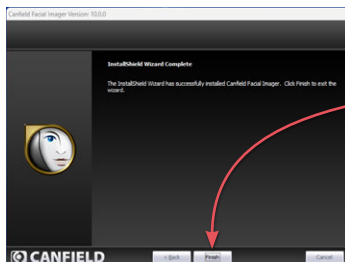
1 Click **Download the ViewMyConsult Terms of Use Agreement**.

2 Complete the agreement form and return the signed form to Canfield Scientific at [admin@canfieldconnect.com](mailto:admin@canfieldconnect.com).

3 Press the **Alt** and **Tab** keys on the keyboard to return to the Canfield Connect Registration screen.

4 Click **Exit** in the “Registration Successful” screen to complete the Canfield Connect Registration.

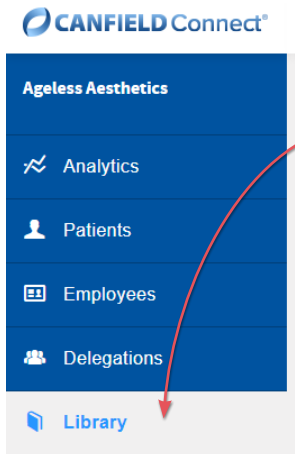
5 Click **Finish** to exit the installation wizard.





## 1.4 CONFIGURING THE PRODUCT RECOMMENDATIONS LIBRARY



**An internet connection is required for first time users to configure and update the Product Recommendations Library.**

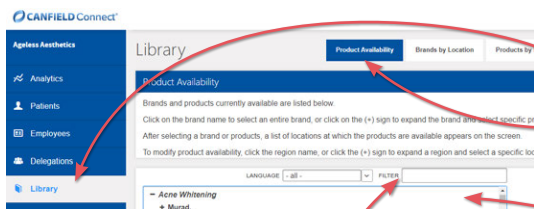


After completing the Canfield Connect Registration process, you are ready to configure the product library. The product library is accessible by selecting the **Library** option in CanfieldConnect.com, or from the VISIA home screen:

- 1 Click on  **settings** at the bottom right of the screen.
- 2 Click on the **database management** tab.
- 3 Click the  **product editor** button.
- 4 Sign in to Canfield Connect.

If your login is associated with multiple companies (or practices), the system provides a list of associated companies and prompts you to select one.

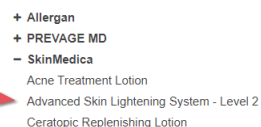
### Assigning Product Availability



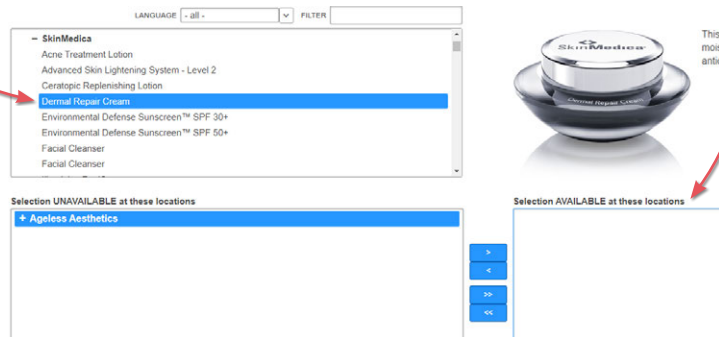
To begin the product library setup, select **Library** from the left of the Canfield Connect home screen. The **Product Availability** tab is selected.

#### To select a brand:

- 1 Scroll through the product list to find the desired brand, or begin typing the brand or product name into the **FILTER** box.
- 2 Click on the brand name, or click on the **+** sign to select a product within the brand. The list expands to display the available product names.



**3** After selecting a brand or product, the **Selection UNAVAILABLE at these locations** and **Selection AVAILABLE at these locations** boxes appear at the bottom of the screen.



By default, the selection will show as **UNAVAILABLE** at all company locations. Click on the **+** sign next to the region name to view all locations within the region.

**NOTE:** Only one brand or product can be selected at a time.

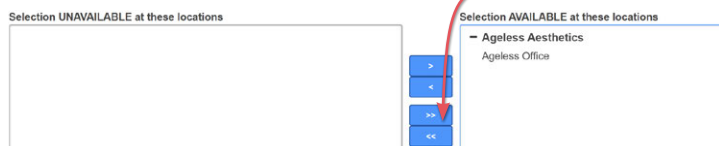
### To make the product or brand selected available at a location:

Selection UNAVAILABLE at these locations

- Ageless Aesthetics  
Ageless Office

**1** Click the name of the region or a location within that region.

**2** Click **>** to move the region or location to the **AVAILABLE** box. To move *all locations* from **UNAVAILABLE** to **AVAILABLE**, click **>>**.



The brand or product selected is now available at that location.

Repeat this selection process for all brands and products available at the region and/or its associated locations.

To move a location to the **UNAVAILABLE** box, click < or click << to move *all locations* to the **UNAVAILABLE** box.

- If one or more products within a brand are **AVAILABLE** at a region or location, the selected brand name appears as **AVAILABLE** at these locations even though not all products within that brand are **AVAILABLE**.
- To make all products within a brand **AVAILABLE** at a location after already making one or more of the products available, make the brand name **UNAVAILABLE** at the location and then move the brand to the **AVAILABLE** column. All products within the brand name will now be available at that location.

## Reviewing Brands by Location

The **Brands by Location** tab allows you to view the brands, associated manufacturer, and date on which a brand was last modified in the product library database.

BRAND NAME	MANUFACTURER	ADDED ON	LAST MODIFIED	EXC
24/7	24/7	May 4, 2017	Dec 12, 2017	
ActivaDerme	ActivaDerme	Apr 21, 2014	Dec 12, 2017	
Ageless	IMAGE Skincare International	Aug 22, 2016	Dec 12, 2017	
Allergan	Allergan	Oct 3, 2013	Apr 11, 2018	

Any brands exclusive to your company are identified by a “Yes” in the **EXCLUSIVE** column.

- See [Creating a New Brand](#) below for additional information on **EXCLUSIVE** products.
- Click on the header of any column to sort the brands by the information within that column.

**To see which brands are active for a specific region or location:**

- 1 In the **VIEW BY LOCATION** field, click on the .
- 2 Click on the name of a region or location.



Brands available at that region or location appear on the screen.

**To see if a specific brand is active for the region or location selected,** begin typing the name of the brand in the **FILTER BY** field.

BRAND NAME	MANUFACTURER	ADDED ON	LAST MODIFIED	EXCLUSIVE	ACTIONS
ZO Skin Health	ZO Skin Health, Inc.	Apr 28, 2014	Dec 12, 2017	Yes	View

The screen displays the brands that contain the letters specified.

**NOTE:** The VISIA product library includes non-exclusive brands and products provided by our brand partners. These brands and products can be made **AVAILABLE** or **UNAVAILABLE** at your locations, but cannot be edited or removed from the library.

### Creating a New Brand

To add a brand to the product library that is not included with the VISIA software, add an exclusive brand on the **Brands by Location** screen.

Library

Product Availability | **Brands by Location** | Products by Location | Categories

Brands by Location

VIEW BY LOCATION: Ageless Office | LANGUAGE: -all- | FILTER BY: | **New Brand**

BRAND NAME	MANUFACTURER	ADDED ON	LAST MODIFIED	EXCLUSIVE	ACTIONS
24/7	24/7	May 4, 2017	Dec 12, 2017		<a href="#">View</a>
ActivaDerme	ActivaDerme	Apr 21, 2014	Dec 12, 2017		<a href="#">View</a>

**New Brand** x

Brand Name

Manufacturer

Language

**Add New Brand**

- 1 Click on the **New Brand** button.
- 2 Type the Brand Name and Manufacturer.
- 3 Click **Add New Brand**.

The exclusive brand is added to the **Brands by Location** screen and “Yes” appears in the **EXCLUSIVE** column.

Library

Product Availability | **Brands by Location** | Products by Location | Categories

Brands by Location

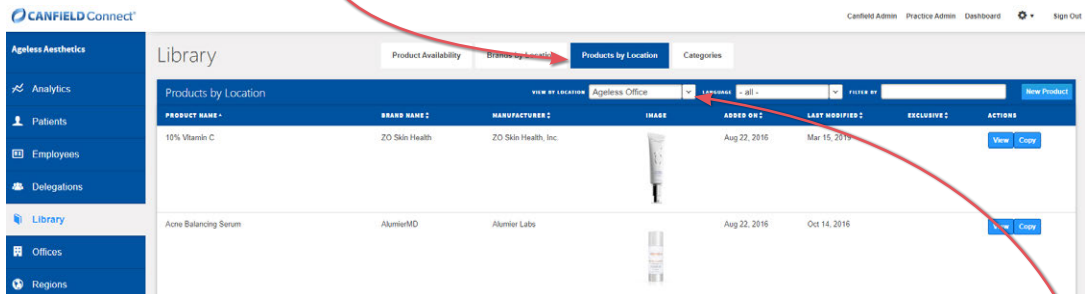
VIEW BY LOCATION: Ageless Office | LANGUAGE: -all- | FILTER BY: | **New Brand**

BRAND NAME	MANUFACTURER	ADDED ON	LAST MODIFIED	EXCLUSIVE	ACTIONS
Exclusive Brand	Doctor Exclusive	Feb 26		Yes	<a href="#">Edit</a>
Murad	Acne Whitening	Jun 19, 2017	May 7, 2018		<a href="#">View</a>

The **View** button is for viewing brand information only, except for **EXCLUSIVE** brands, which have an **Edit** button to modify Brand Name and/or Manufacturer.

## Reviewing Products by Location

The **Products by Location** tab allows you to view the products, associated brands and manufacturers, and dates on which the products were modified in the product library database.

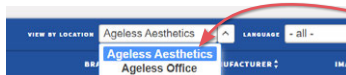


Any products exclusive to your company are identified by a “Yes” in the **EXCLUSIVE** column.

- See [Creating a New Product](#) below for additional information on **EXCLUSIVE** products.
- Click on the header of any column to sort the products by the information within that column.

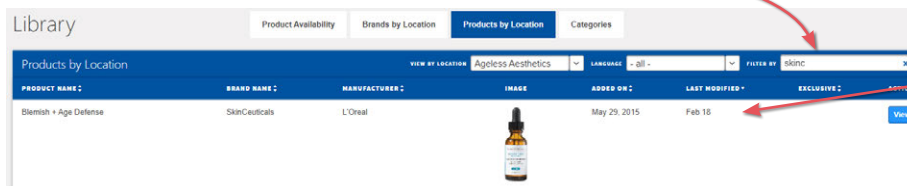
**To see which products are active for a specific region or location:**

- 1 In the **VIEW BY LOCATION** field, click on the .
- 2 Click on the name of a region or location.



Products available at that region or location appear on the screen.

**To see if a specific product is active for the region or location selected,** begin typing the name of the product in the **FILTER BY** field.



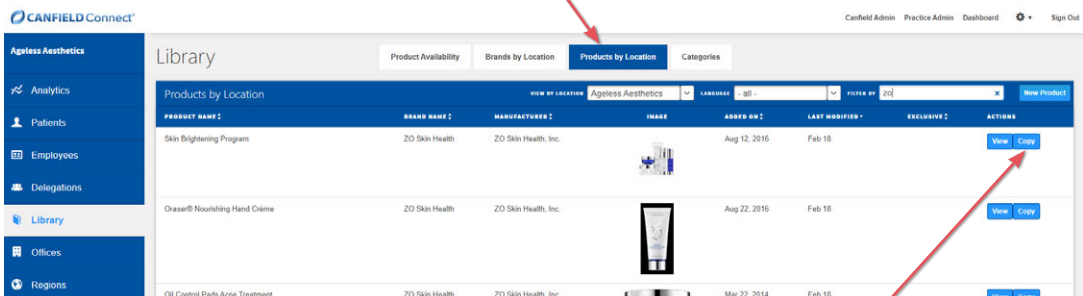
The screen displays the products that contain the letters specified.

## Creating a New Product

To add a product to the product library that is not available in the product library within the VISIA software, add an exclusive product on the **Products by Location** screen. There are two ways to create a new product.

### Creating a New Product—Method 1:

**Copy Existing Product Entry** To create an exclusive product that is similar to a product that already exists on the **Products by Location** screen:



1 Click **Copy** to the right of the product.

The “Private Copy of Existing Product” dialog appears.

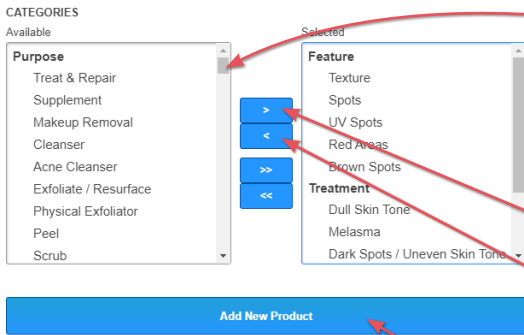
2 Edit the **Product Name**.

3 Click in the **Brand** field. A list of all available brands appears. Select a brand.

4 Edit the **Description** and **Special Usage Instructions** as needed.

5 Click on **Select New Image** to upload an image (jpg or png file) of the product.

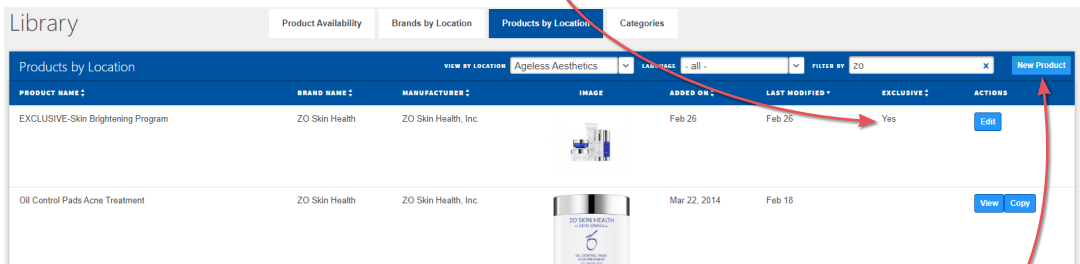
6 Modify the Selected **CATEGORIES** as necessary. See the [Reviewing Categories by Group](#) section below for more information on Categories.



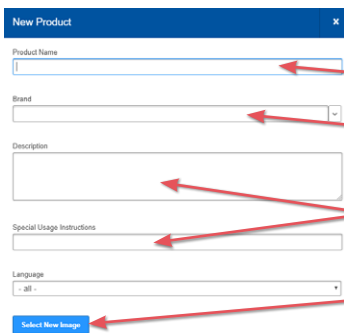
- Use the scroll bar to the right of the available category list to view and select all categories.
- Ctrl-Click to select more than one category at a time.
- Click > to move the category to the **Selected** field or < to move the category back to the **Available** field.
- Repeat as necessary.

• Click **Add New Product**.

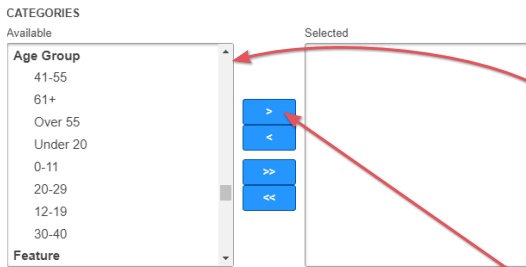
The new product is added to the **Products by Location** screen and “Yes” appears in the **EXCLUSIVE** column.



### Creating a New Product—Method 2: Create New Product Entry



- 1 Click on the **New Product** button.
- 2 Type the **Product Name**.
- 3 Click in the **Brand** field. A list of all available brands appears on the screen. Select a brand.
- 4 Type a short **Description** and **Special Usage Instructions** in their respective fields as needed.
- 5 Click on **Select New Image** to upload an image (jpg or png file) of the product.



**6** Assign one or more **CATEGORIES** to the product.

- Use the scroll bar to the right of the available category list to view and select all categories.
- Ctrl-Click to select more than one category at a time.

• Click **>** to move the category to the **Selected** field.

- Repeat as necessary.
- Click **Add New Product**.

The new product is added to the **Products by Location** screen and “Yes” appears in the **EXCLUSIVE** column.

PRODUCT NAME	BRAND NAME	MANUFACTURER	IMAGE	ADDED ON	LAST MODIFIED	EXCLUSIVE	ACTIONS
EXCLUSIVE-Skin Brightening Program	ZO Skin Health	ZO Skin Health, Inc.		Feb 26	Feb 26	Yes	Edit
Oil Control Pads Acne Treatment	ZO Skin Health	ZO Skin Health, Inc.		Mar 22, 2014	Feb 18		View Copy

**NOTE:** The **View** button is for viewing product information only, except for **EXCLUSIVE** products, which have an **Edit** button to modify product information as necessary.

## Reviewing Categories by Group

Categories are used for more efficient browsing of the products when selecting recommendations in a VISIA consultation. The **Categories** tab allows you to view category names by group.

CATEGORY NAME :	CATEGORY GROUP :	ORDER :	ADDED ON *	LAST MODIFIED :	ACTIONS
Scrub	Purpose	4	Nov 28, 2018		<a href="#">View</a>
Pre-Serum	Purpose	6	Nov 28, 2018		<a href="#">View</a>
Lotion	Purpose	9	Nov 28, 2018		<a href="#">View</a>
Crème	Purpose	10	Nov 28, 2018		<a href="#">View</a>
Emulsion	Purpose	11	Nov 28, 2018		<a href="#">View</a>
Night Care	Purpose	14	Nov 28, 2018		<a href="#">View</a>

- Click on the header of any column to sort the categories by the information within that column.
- Category information is defined by the system and cannot be modified.

### To view the categories within a specific category group:

**1** Click on the **CATEGORY GROUP** field at the top right of the screen.

CATEGORY NAME :	CATEGORY GROUP :	ORDER :	ADDED ON *	LAST MODIFIED :	ACTIONS
SPP 5529	Sun Protection		Aug 22, 2016	Dec 12, 2017	<a href="#">View</a>
SPP 5149	Sun Protection		Aug 22, 2016	Dec 12, 2017	<a href="#">View</a>
SPP 5049	Sun Protection		Aug 22, 2016	Dec 12, 2017	<a href="#">View</a>
SPP 731	Sun Protection		Aug 22, 2016	Dec 12, 2017	<a href="#">View</a>

**2** Select a specific category group. The category names within the group appear on the screen.

**To find a specific category name**, begin typing the name of the category in the **FILTER BY** field.

CATEGORY NAME :	CATEGORY GROUP :	ORDER :	ADDED ON *	LAST MODIFIED :	ACTIONS
Redness / Irritation	Treatment		Aug 22, 2016	Dec 12, 2017	<a href="#">View</a>
Fat Reduction	Treatment		Aug 22, 2016	Dec 12, 2017	<a href="#">View</a>
Red Areas	Feature		Aug 21, 2016	Aug 22, 2016	<a href="#">View</a>

The screen displays the category names that contain the letters specified.

**NOTE:** Category is pre-set for brand partner products and cannot be modified. To Edit Categories for exclusive products, go to the **Products by Location** tab.

## 1.5 INSTALLING VISIA SOFTWARE ON A NETWORK

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**NOTE:** You must purchase additional licenses in order to use VISIA on more than one workstation at a time.

✔ **IMPORTANT:** A Network Administrator should install the software on a network.

### About network authorization

Purchasing the network option for VISIA allows you to store your data and images on a network server so they may be accessed by multiple VISIA workstations. The number of computers that may run the software at the same time is determined by the number of network seat licenses you have purchased. A complete network installation involves the following components:

**Network Server** – A computer can be set up to act as the Canfield Server. It will have a set of Canfield programs installed and they provide application services for each of the VISIA workstations. These services include access to the database or Canfield Cloud.

**Product key** – The product key license (a unique string of 16 characters), found in the white Getting Started box that came with your system, contains license information required by the software. Each workstation that will have VISIA software installed will require the use of a license. If additional seat licenses are needed, please contact Sales at [info@canfieldsci.com](mailto:info@canfieldsci.com).

**VISIA Workstation** – After setting up the Canfield Server (network server) other computers can be set up to act as workstations. The workstation will communicate with the network server which will provide database and Canfield Cloud services. This workstation can also be configured as a “view only “ workstation if no VISIA booth is attached.

Each time the VISIA application is run, it will use the internet to communicate with Canfield Cloud and update the workstation license. Please ensure each VISIA workstation has internet access. All internet communication will use the secure HTTPS.

### Network configuration

Before setting up the software for network use, you must ensure that a Network Administrator has properly configured the network with a Windows domain controller and TCP/IP. A TCP port must be open and available for use by the license authorization system (the default port is 9090). It is recommended that a group be created on the domain for users of the software. This group will need to have security permissions on the database and image files set to **Full Control**.

✔ **Note: Use of the software on a network without a Windows domain controller is not recommended.**

### Download your software



- 1 Locate your Product Key in the white Getting Started box that came with your system. *The Product Key consists of a unique string of 16 characters.*
- 2 Navigate to **[www.canfieldconnect.com/software](http://www.canfieldconnect.com/software)**
- 3 When prompted, enter your Product Key.
- 4 Download all installers associated with your key.

## Setting up the Canfield Server

One computer on your network should be designated the Canfield Server. It is important that the Canfield Server be turned on and connected to the network at all times.

Follow the steps below to install Canfield Server software on the computer that you have chosen as the server.


✓ The computer should be connected to the internet.

**1** Run Windows Update to ensure that your operating system is up to date. If updates have not been performed regularly, this may take several hours.


**2** Close any programs that may be running on the computer.


**3** Temporarily disable any anti-virus software.


**4** Navigate to the Downloads folder and locate the installer you downloaded from Canfield Connect.

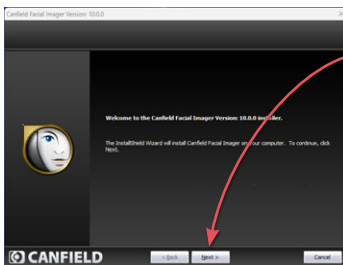
**5** Double click  **setup**.

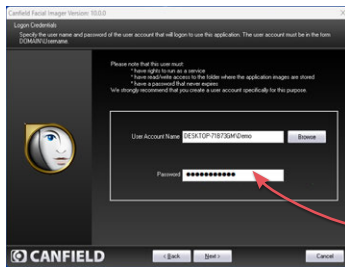
**6** When the InstallShield welcome screen appears, click  to proceed with installation.

**7** Read the Software License Agreement. If you agree to the terms of the License Agreement, select “I accept the terms of the license agreement” and click  to continue with software installation. If you select “I do not accept the terms of the license agreement,” the Setup program will close.

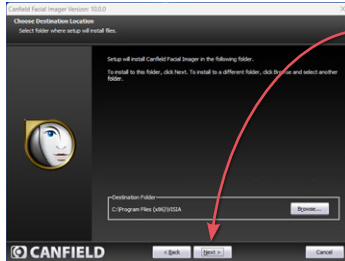
**8** On the “Setup Type” screen, select SERVER, then click .

**9** The “Select Features” screen enables you to deselect features you do not want installed. Installing all available features on the server is recommended. Click .



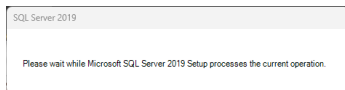


**10** The network administrator will need to provide a user account name and password for the services which will have create/read/write/delete permissions to the network image share directory and database owner level permissions to the Microsoft SQL Server database. The user account must be in the form DOMAIN\Username. Enter the user account name and password of the account that will log on to VISIA. Click **Next >**.



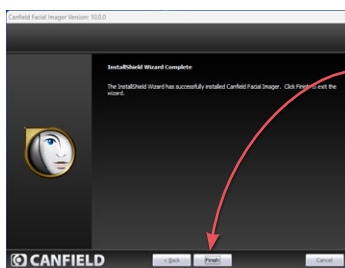
**11** Click **Next >** to install the VISIA program files to the default location (recommended). If you wish to change the install location, click **Browse...** to select the desired location.

**12** A confirmation screen appears. If you wish to review or change any settings, click **< Back**. If you are satisfied with the settings, click **Next >** to begin copying the program files to the computer's hard drive.



The VISIA software installation includes installing and setting up Microsoft SQL Server.

**13** At the Canfield Connect® Registration screen, click **Do this later** (Product Recommendations, upload to ViewMyConsult.com, and VISIA mobile app will be disabled until the Canfield Connect Registration is completed) or **Continue** and complete the steps in [1.3 Completing the Canfield Connect Registration](#).




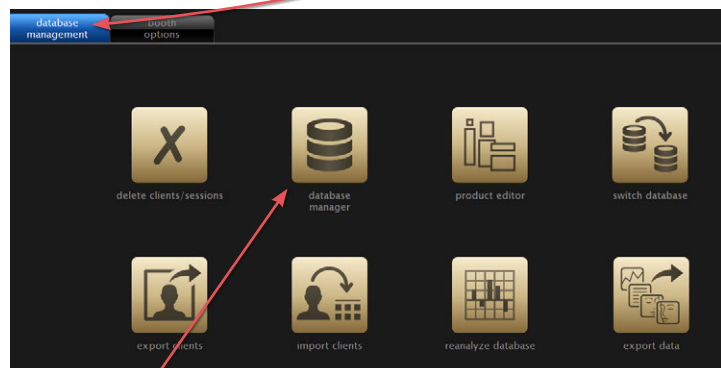
**14** When prompted that installation is complete, click **Finish**. (Note: If prompted to do so, you should choose to restart the computer.)

**15** If you have installed the “Apple iPad” feature, this will need to be activated by Canfield. For more information, contact your Canfield representative at 1-973-434-1201 or [admin@canfieldconnect.com](mailto:admin@canfieldconnect.com).

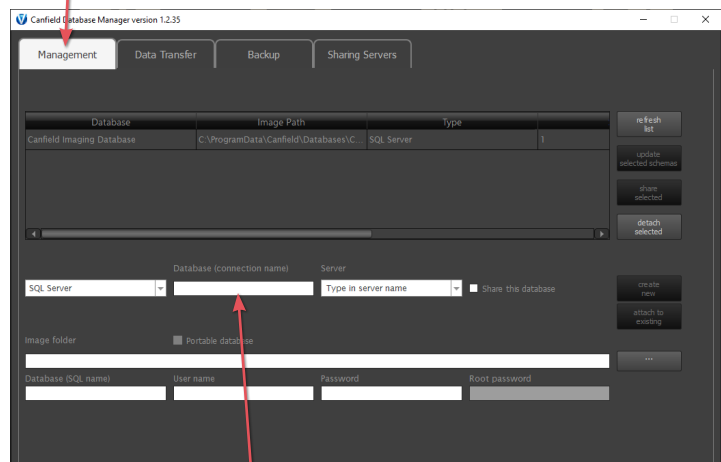
**16** By default, the software installs a Microsoft SQL Server database.

## Creating a network database

- 1 Log on to the License Server with a user account that has **Create Database** privileges on the database server. (By default, local administrators on the database server have Create Database privileges.)
- 2 Launch the VISIA program.
- 3 Click the  **settings** button at the bottom of the VISIA Home screen, then click the **database management** tab.



- 4 Click  **database manager** and make sure the **Management** tab is selected.



- 5 Click in the **Database (connection name)** field and enter a name for the new database.

6 Select the server instance name of the SQL Server from the **Server** drop-down list.

7 Click in the **Image folder** field and enter the UNC folder (shared network folder) name, or click on the adjacent button **...** to browse to the network folder that will store the images.

8 Select the **Share this database** check box.


9 Click on the **create new** button, then wait for a message stating that the database was successfully created.

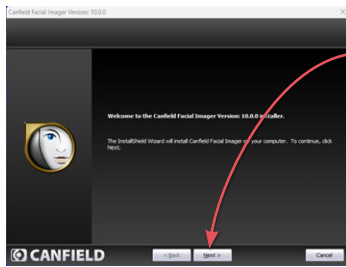
## Installing VISIA software on a network workstation

You may install the software on any number of workstations provided you have purchased additional licenses. Ensure the workstation is on the network and is part of the Windows domain.

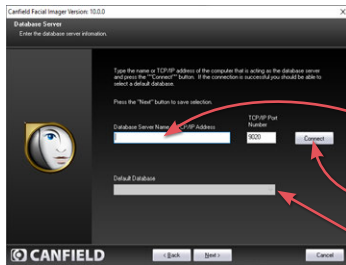
Follow the steps below to install and configure the VISIA Application on a network workstation.

**NOTE:** During the workstation installation, you will need the name of the computer that is acting as the Canfield Server and the database name.

- 1 Run Windows Update to ensure that your operating system is up to date. If updates have not been performed regularly, this may take several hours.
- 2 Close any programs that may be running on the computer.
- 3 Temporarily disable any antivirus software.
- 4 Navigate to the Downloads folder and locate the installer you downloaded from Canfield Connect.
- 5 Double click  **setup**.



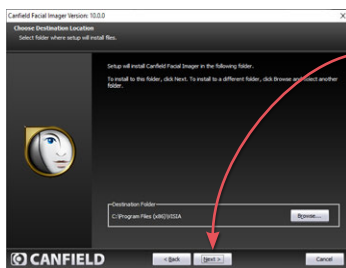
6 When the InstallShield welcome screen appears, click **Next >** to proceed with installation.



7 Read the Software License Agreement. If you agree to the terms of the License Agreement, select “I accept the terms of the license agreement” and click **Next >** to continue with software installation. If you select “I do not accept the terms of the license agreement,” the Setup program will close.

8 On the “Setup Type” screen, select WORKSTATION, then click **Next >**.

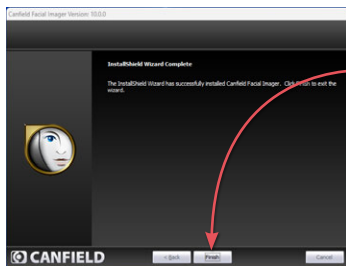
9 Click in the **Database Server** field and enter the name of the computer acting as the Canfield Server, then click **Connect**.



10 Select desired **Default Database** from the drop down list of available databases, then click **Next >**.

11 Click **Next >** to install the VISIA program files to the default location. If you wish to change the install location, click **Browse...** to select the desired location.

12 A confirmation screen appears. If you wish to review or change any settings, click **< Back**. If you are satisfied with the settings, click **Next >** to begin copying the program files to the computer’s hard drive.



13 When Canfield Connect® Registration appears on the screen, complete the steps in [1.3 Completing the Canfield Connect Registration](#).

14 When prompted that installation is complete, click **Finish**. (Note: If prompted to do so, you should choose to restart the computer.)

## 1.6 INITIALIZING THE SYSTEM

**1** Before turning on the power for the VISIA imaging booth, be sure that you have done the following:

- installed the VISIA software on your computer (if it was not installed by Canfield)
- connected the USB cable between the VISIA imaging booth and your computer
- connected the booth and computer to a power source.




**2** Locate the Power switch on the back of the VISIA imaging booth and turn the unit on.

- Once the booth is on, you may hear sounds from within the booth as the camera and optical filters are automatically adjusted.
- The lights inside the booth should come on. If they do not, check the AC power connection. If they still do not work, call Canfield Technical Support at 1-800-815-4330.

**✔ IMPORTANT: Always turn the booth on before starting the VISIA software.**

**3** Turn the computer on.

**4** Double-click the  Canfield Facial Imager icon to start the VISIA software.

## 1.7 UNINSTALLING THE VISIA SOFTWARE

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VISIA software can be uninstalled using the Programs and Features function of the Windows Control Panel.

- 1** Click **Start**
- 2** Select **Settings**
- 3** Click the **Apps** icon.
- 4** Select Canfield Facial Imager from the list of programs and click **Uninstall**.


It is recommended that you back up your data before uninstalling software (see [Appendix B: Data back-up](#)).

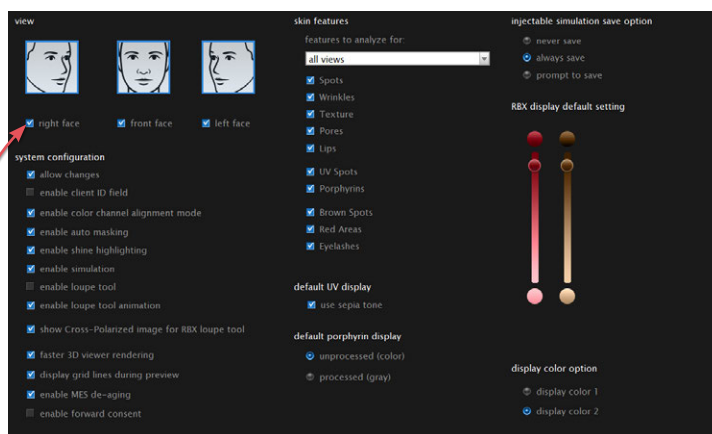
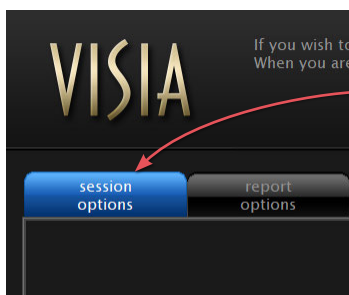
## CHAPTER 2

# Customizing the Settings for Your VISIA System

### 2.1 SESSION OPTIONS

The session options screen allows you to define the facial views (left, front, right), associated viewing options and features associated with a client consultation session.

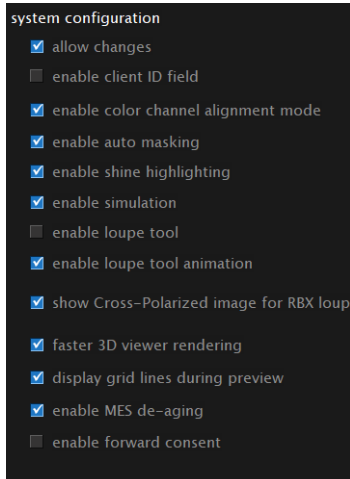
To define session options settings, click the  **settings** button at the bottom right of the VISIA home screen. Click on the **session options** tab.



#### View options

In the **view** box, select which facial views (left face, front face, right face) can be captured in each session. VISIA defaults to the **left face**-only setting.

## System configuration



**Allow changes** permits individual operators to change the view settings during a session (e.g., left, front and/or right). Uncheck the box to *disable* this option.

**Enable client ID field** allows you to assign an alphanumeric identifier to each client. Check the box to *enable* this option.

**Enable color channel alignment mode** VISIA uses an overlay feature to help align images for consistency. If you find it difficult to position clients using the standard overlay method, you may wish to check **enable color channel alignment mode** to turn *on* this capability. When this option is checked, the Standard image is displayed in the green color channel and the live preview is displayed in the red and blue color channels (giving it a magenta appearance). Green and magenta areas help you to see where alignment is incorrect.

**Enable auto masking** After the client's picture is taken and accepted, VISIA automatically detects facial features such as eyes, nose, lips, hair, etc., and draws a boundary excluding those features. This is referred to as the "analysis mask"—the part of the face identified for complexion analysis.

If you wish to draw the analysis mask manually for each new client, uncheck **enable auto masking**. On-screen diagrams and instructions will guide you through drawing the mask manually for each new client.

**Enable shine highlighting** helps when manually masking images for analysis by emphasizing shiny areas that should be avoided. Check the box to *enable* this option.

**Enable simulation** Checking this box enables VISIA's aging simulation function. This allows you to alter a screen image to represent how certain facial features might appear in the future, and how they may have

appeared in the past. See [4.10 Simulation](#) for more information on this function. If **enable simulation** is unchecked, the Simulation button will not appear on any VISIA screen.

**Enable loupe tool** controls the availability of the loupe tool feature. Check the box to *enable* this option. See the [Loupe tool](#) section of [4.4 View Pictures](#) for additional information.

**Enable loupe tool animation** animates the loupe tool functionality at the beginning of every consultation.

**Show Cross-Polarized image for RBX loupe tool** changes the image shown surrounding the loupe tool from standard to cross-polarized when viewing Brown Spots and Red Areas.

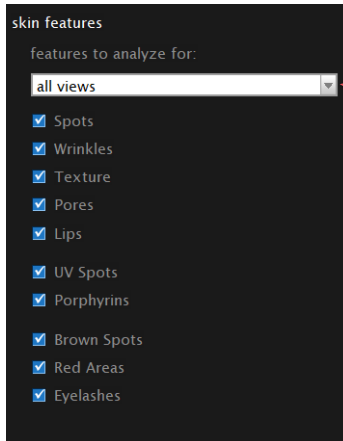
**Faster 3D viewer rendering** controls the speed at which the 3D image animates. Check the box to *enable* this option, and increase the animation speed.

**Display grid lines during preview** overlays the capture preview with horizontal and vertical lines to assist with subject positioning. Check the box to *enable* this option.


**Enable MES de-aging** Front view aging simulation may be set to older only, or older and younger than client's actual age. Check the box to *enable* simulated de-aging.

**Enable forward consent** The client's consent is required before uploading their consultation to ViewMyConsult. The prompt for consent appears immediately prior to upload. Check this box to *enable* the prompt for consent to appear when the patient chart is created, rather than at upload.

## Skin features



The skin features area specifies which features VISIA will analyze for each facial view of a consultation.

To select features by facial view, click on  to select the all views, left face, front face or right face option from the drop down menu. Then, for each selection, specify the feature or features to analyze for that view. Only those features selected will be analyzed and viewable for each client consultation. The system defaults to all features for all views.

VISIA uses up to three different lighting modes, each of which detects specific features:

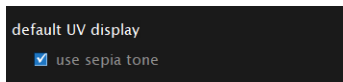
**normal lighting** Detects Spots, Wrinkles, Texture, Pores, and is used for Lips analysis. These five are grouped together at the top of the list.

**UV lighting** Detects UV Spots and Porphyrins, grouped in the middle of the list.

**cross-polarized lighting** Detects Brown Spots, Red Areas and Eyelashes, grouped at the bottom of the list.

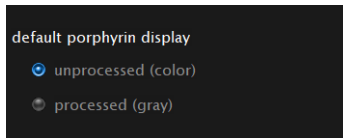
If you deselect all of the features for a lighting mode, VISIA will not take a picture in that mode. It will therefore not be possible to reanalyze for any feature in that mode at a future time. However, if at least *one* feature is selected in a given lighting mode, you may reanalyze your database at any time to see the complete analysis for *every* feature in that mode.

## Default UV display



The initial UV view may be rendered in sepia tone or neutral gray. Check the box to *enable* sepia tone UV display.

## Default porphyrin display

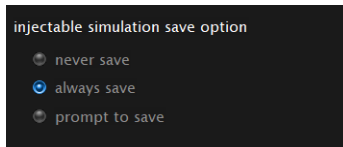


**unprocessed (color)** The initial Porphyrin view is rendered in color, as seen under ultraviolet illumination.

**processed (gray)** If you prefer the contrast of Porphyrin view rendered in grayscale, select **processed (gray)**.

Whichever default display you select, processed and unprocessed views are both available from the View Pictures screen: right-click over the image and select the desired view from the pop-up menu.

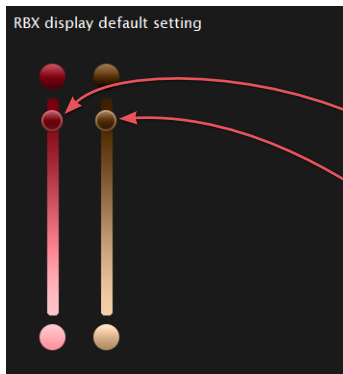
## Injectable simulation save option



Specify whether to save the injectable simulations that you have applied during a consultation.

Select **Never save**, **Always save**, or **Prompt to save**.

## RBX display default setting



The RBX display sliders enable you to set the default color intensity and saturation levels for Red Areas and Brown Spots:

- Drag the slider ball up to increase the saturation of the display of Red Areas, down to decrease.
- Drag the slider ball up to increase the saturation of the display of Brown Spots, down to decrease.

These settings do not affect analysis results.

The color intensity and saturation levels may also be optimized for a specific client's skin type during the VISIA consultation.

### Display color option (only 7.3 booth)

display color option


display color 1

display color 2

Select desired color adjustment for displayed images:

**display color 1** (default) adjusts color to appear darker.

**display color 2** adjusts color to appear lighter.

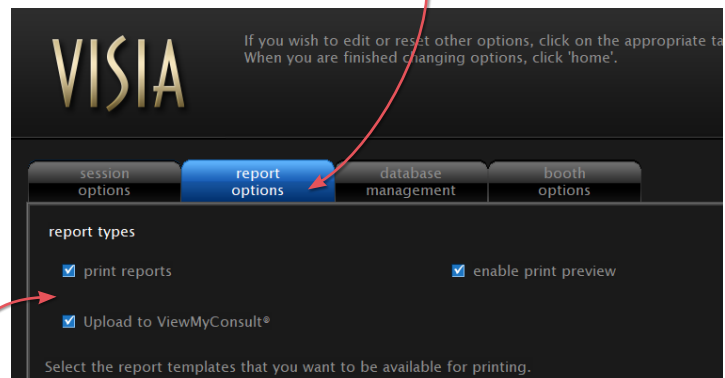
When you have finished making the desired changes to Session Options, click a different tab or click  **back** to return to the VISIA Home screen.


## 2.2 REPORT OPTIONS

The Report Options screen allows you to enable print reporting or, if licensed, web reporting through the ViewMyConsult® portal.

Click the  **settings** button at the bottom of the VISIA Home screen. Click on the **report options** tab.

*report options screen*



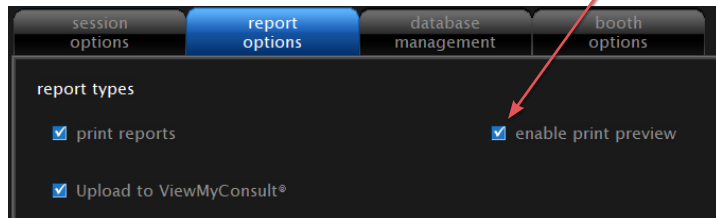
**report types** Select **print reports** and/or **Upload to ViewMyConsult** to enable the report types available when  **reports** is clicked during a VISIA consultation.

Select the report templates that you want to be

- Before-and-After (Cropped)
- Before-and-After (Full Face)
- Eyelashes
- Eyelashes Before-and-After
- Graph with Selected Photo
- Graphical Overview of Analysis Results
- Overview with Thumbnail Photos (Cropped)
- Overview with Thumbnail Photos (Full Face)
- Progress Trends
- Recommendations with Selected Photo
- Standard-Red-Brown
- TruSkin Age®


**print reports** VISIA offers a choice of 12 print report templates (see [Chapter 5: Creating Personalized Reports](#)), all of which are available at print time by default. If you wish to restrict which style(s) of report a VISIA operator can print during a client session, uncheck the box next to the name of the template(s) that you wish to make unavailable.

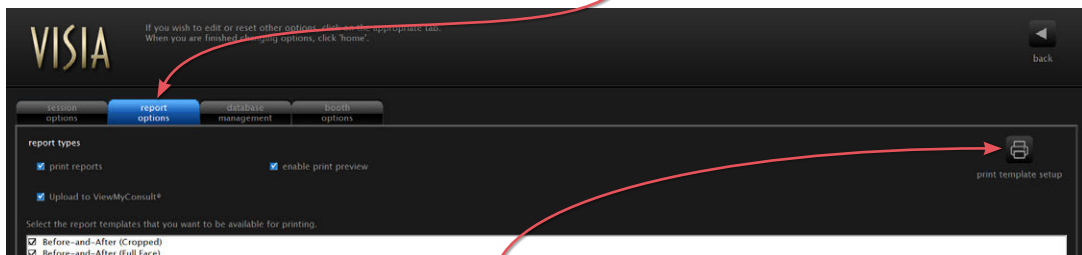
**enable print preview** Certain aspects of each report, such as the session date or type of photo or graph, can be customized at the time of printing (see [5.2 Creating Printed Reports](#)). To enable this capability, the **enable print preview** box should be checked.




## 2.3 EDITING THE PRINT REPORT HEADER

VISIA enables you to add your office information to the header on all VISIA report templates.

- 1 Click the  **settings** button at the bottom of the VISIA Home screen.
- 2 Click on the **report options** tab.



- 3 Click  **print template setup** in the upper right corner of **report options** to open the Print Template Setup dialog.

- ✓ If you are using pre-printed letterhead for the reports, skip to step 7.

- 4 If you are not using pre-printed letterhead, highlight the text in the **Office Name** field and type your office name.
- 5 Press the **Tab** key on the keyboard to move to the **Address & Telephone** field. Ensure the current text is highlighted.

- Type your address in a single line and press the **↵** **Enter** key.
- Type your telephone number in a single line and press the **↵** **Enter** key.

**⚠ NOTE:** If your address and telephone number is longer than two lines, the office information may print over the pre-formatted images and text.

- 6 (Optional) Press the **Tab** key to move to the **Report Title** field. Ensure the current text is highlighted. Edit the Report Title.

- 7 If you are using pre-printed letterhead for printed reports, select the **use letterhead** check box to leave the headers blank.

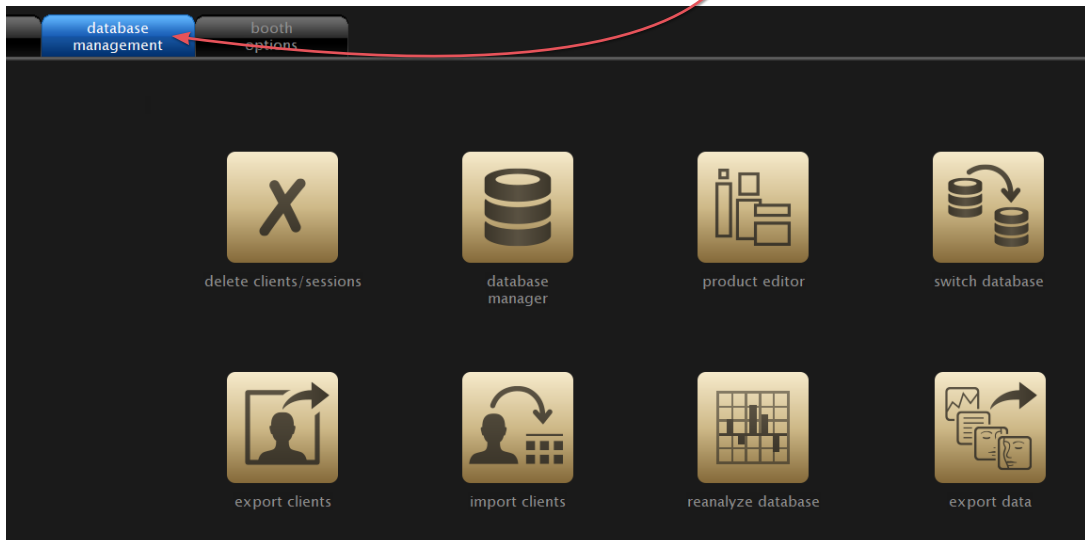
- 8 Click **save** to apply the changes to all print report templates. Click **cancel** to discard the changes.

When you have finished making the desired changes to Report Options, click a different tab or click **◀ back** to return to the VISIA Home screen.

## 2.4 DATABASE MANAGEMENT

The Database Management screen allows you to work with multiple databases, export and import client records, delete individual client sessions, delete entire client records from your database, reanalyze the database, or edit the Product Recommendations Library.

Click the  **settings** button at the bottom of the VISIA Home screen. Click the **database management** tab.




### Deleting a client RECORD


Follow the procedure below to completely remove a client record and all associated images from your system.


**✓ IMPORTANT: Once a client record has been deleted, it is not possible to recover the images or data.**


**1** From the Database Management screen click

 **delete clients/sessions.**

**2** Enter the name (or partial name) of the client you wish to delete and click  **look up client.** If your look up returns more than one client record, a list of matching clients appears. (To display a list of all the

clients in your database, leave the look up fields blank and click  **look up client.**)

**3** Select the desired client and click  **next.**

**4** Confirm that you have selected the desired client. If you wish to delete all of the images and data for this client, click  **delete client.** (You will be given an opportunity to confirm your selection.)



 **THIS CANNOT BE UNDONE.**

### Deleting a client SESSION

Follow the procedure below to completely remove one or more individual sessions (and associated images) from a client record.


 **IMPORTANT: Once a client session has been deleted, it is not possible to recover the images or data.**

**1** From the Database Management screen click  **delete clients/sessions.**

**2** Enter the name (or partial name) of the client whose session you wish to delete and click  **look up client.** If your look up returns more than one client record, a list of matching clients appears. (To display a list of all the clients in your database, leave the look up fields blank and click  **look up client.**)



**3** Select the desired client and click  **next.**

**4** Select the session you wish to delete.

**5** If you wish to delete the images and data for this session, click  **delete session.** (You will be given an opportunity to confirm your selection.)

 **THIS CANNOT BE UNDONE.**




**6** Repeat steps 4-5 to delete additional sessions for the current client.

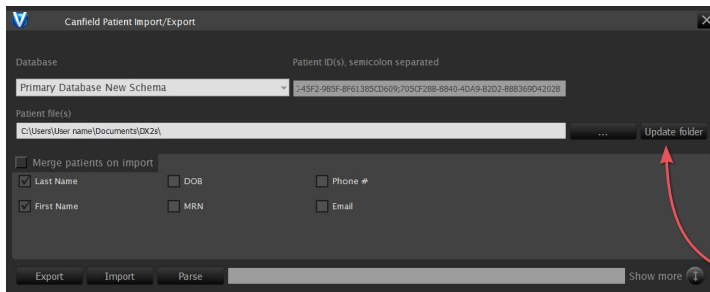
**7** Click  **back** to delete sessions from another client or click  **exit** to return to the Database Management screen.

## EXPORTING a client record

The Export Clients command saves a complete client record—including all client data, images and analysis data—to a single file on a hard drive, network server, or removable media. The file may then be imported into any VISIA or Mirror system. This is useful for archiving client records to offline storage or for transferring client records from one system to another.

**1** From the Database Management screen click  **export clients**.

**2** Enter the name (or partial name) of the client you wish to export and click  **look up client**, or, to display a list of all the clients in your database, leave the look-up fields blank and click  **look up client**. Select the desired client(s) and click  **export clients**. (To select discontinuous client records, press the **Ctrl** key while clicking the desired clients.)




*Patient Import/Export dialog*

**3** Confirm that the destination directory displayed in the second row is the location to which you wish to export the client records.

To select a different export destination, click **Update folder** and browse to the desired folder.


 **IMPORTANT: The output filename must end in “.dx2” in order to be imported into a VISIA or Mirror system.**

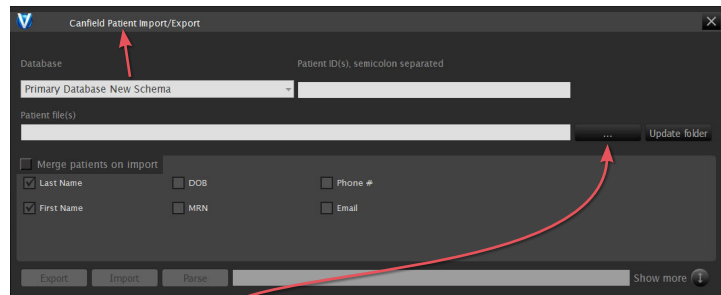
**4** Click **Export** in the lower left corner to save the export file(s) to the selected destination or click  in the upper right corner to close the dialog box without saving a file.


## IMPORTING a client record

Use the Import Clients command to add a client record previously exported from VISIA into your database.

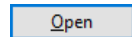
Note: The VISIA import and export functions use the same record file format as Canfield's Mirror® software. This means it is possible to import a record into VISIA that was exported from Mirror. However, only images that were captured in VISIA will appear in VISIA.

1 From the Database Management screen click  **import clients** to open the Patient Import/Export dialog.

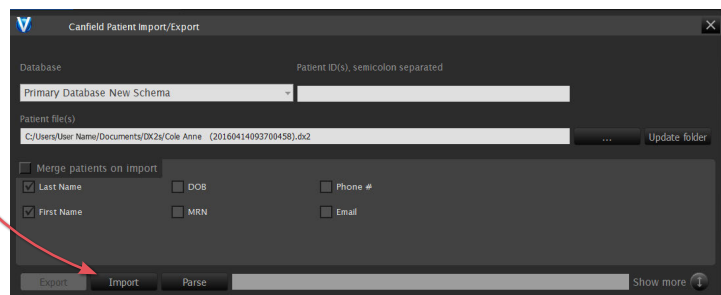


2 Click  next to the second row and navigate to the folder with desired DX2 file(s).

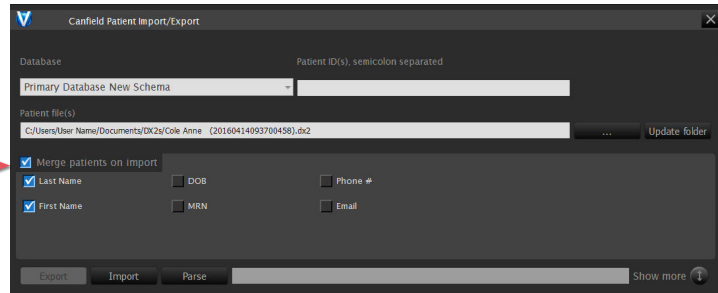
3 Click to select one or more DX2 files, then click



The **Import** button is activated in the Patient Import/Export dialog.





**4** To merge incoming records with existing records, select the **Merge patients on import** checkbox, then select checkbox(es) for the field(s) that should trigger a merge: Last Name, First Name, DOB, MRN, Phone # and/or Email.



**5** Click **Import** to import the selected record files or click **X** in the upper right corner to close the dialog box without importing any client records.

## Switching databases

VISIA may only access one database at a time. If you have created multiple VISIA databases, you must select which database you wish to work with for a given session.

- 1** Click  **settings** on the VISIA Home screen.
- 2** Click the **database management** tab.
- 3** Click  **switch database**. *Note:* The **switch database** button does not appear if you only have one entry in your database list.
- 4** Click to select the desired database in the list. *Note:* The current database is displayed below the list.
- 5** *Optional:* Select the **set as default database** checkbox to make the currently selected database default.
- 6** Click **Open**.

✔ **NOTE:** If you installed a new release of VISIA software since the last time the selected database was opened, you will be prompted to update the database. Before doing so, be sure you have a current backup of the database.

The selected database will become active until the Switch Database command is used again or until the VISIA program is closed. Each time VISIA is launched, the Startup Database is opened by default (*see below*).



### Reanalyze database

The Reanalyze Database function is not used for initial installations of VISIA. You may wish to use this option if you install a software upgrade.



The Reanalyze Database function enables you to apply the analysis algorithms of the current VISIA software release to a VISIA database created with an earlier software version. This ensures that data from previous imaging sessions will be consistent with data generated from imaging sessions using the new software.

The Reanalyze function cannot be applied to individual client records or imaging sessions. If you select this option, the entire VISIA database is reanalyzed.





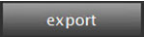
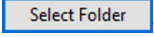

✔ **Note:** This process may take a substantial amount of time, depending on the size of the database. Canfield recommends that you perform the reanalysis at a time when you do not need to use the VISIA system, such as overnight.

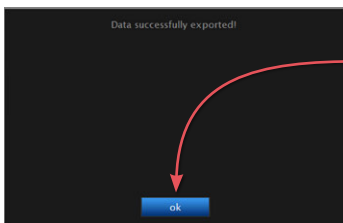
- 1 Click  **settings** on the VISIA Home screen.
- 2 Click the **database management** tab.
- 3 Click the  **reanalyze database** button. An “Analyzing images” message appears as the analysis is in progress. For optimal system performance, Canfield recommends that you restart the computer when the reanalysis is complete.

## Editing the Product Recommendations Library

- 1 Click the  **settings** button at the bottom of the VISIA Home screen.
- 2 Click the **database management** tab.
- 3 Click the  **product editor** button.
- 4 See [1.4 Configuring the Product Recommendations Library](#).

## Exporting images, analysis, and .csv data files

- 1 From the Database Management screen click  **export data**.
- 2 Enter the name (or partial name) of the client whose data you wish to export and click  **look up client**, or, to display a list of all the clients in your database, leave the look-up fields blank and click  **look up client**.
- 3 Select the desired client(s). To select discontinuous client records, press the **Ctrl** key while clicking the desired clients.
- 4 Click  **export data** in the upper right corner of the screen to open the Export Data dialog.
- 5 Select desired options (see following pages).
- 6 When you are satisfied with selected options (naming scheme, export with images or export only .csv, overlay width), click .
- 7 Navigate to folder where exports should be placed and click .
- 8 When the **Data successfully exported!** notification appears, click .

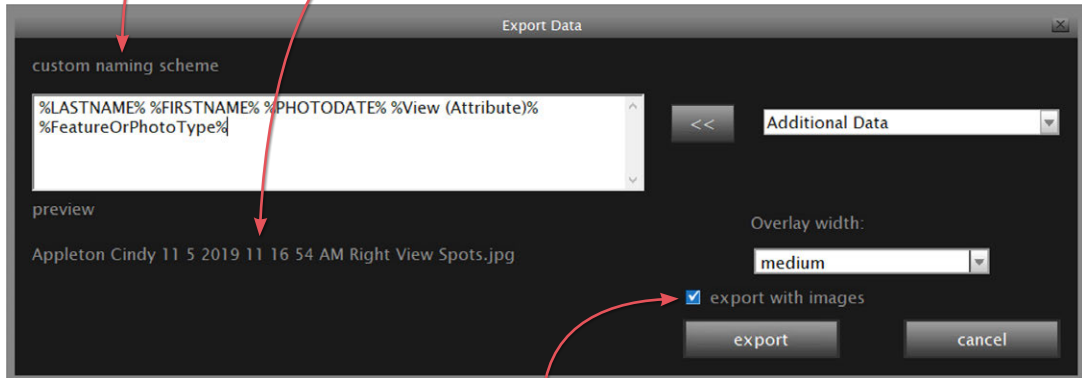


The export data tool is closed and the folder where exports were placed is displayed.

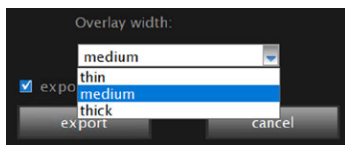
Press the **Tab** and **Alt** keys on the keyboard to show the VISIA Database Management screen.

**custom naming scheme** Each exported image will be named according to the specified custom naming scheme. Default is: last name, first name, photo date, view, feature or photo type. The naming scheme may be edited (see below).

**preview** displays a sample image file name according to the current scheme.

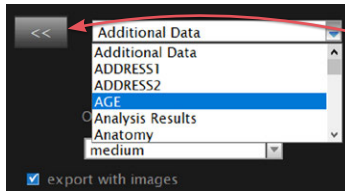


**export with images** If you wish to export only .csv files and no images, deselect the **export with images** checkbox. (If export with images is selected, export will take longer.)

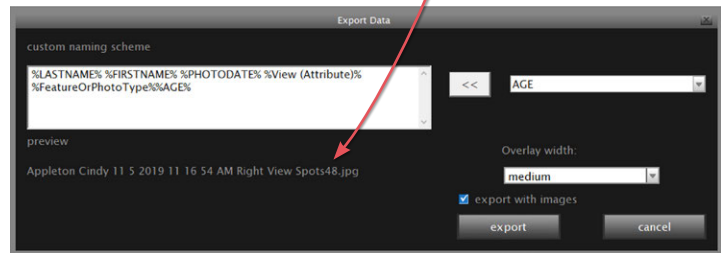


**overlay width** Select weight of analysis overlays in exported images from drop-down menu.

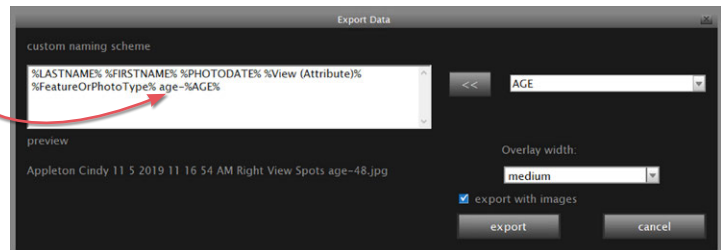
### Editing the naming scheme



- 1 Select an available item from the drop-down menu.
- 2 Click **<<**. The new item is added to the naming scheme between % marks, and preview is updated to show new naming scheme.




- 3 To add text, place cursor in the custom naming scheme field and enter desired text. In this example, word-space and “age-” is added before %AGE%. The preview updates accordingly.

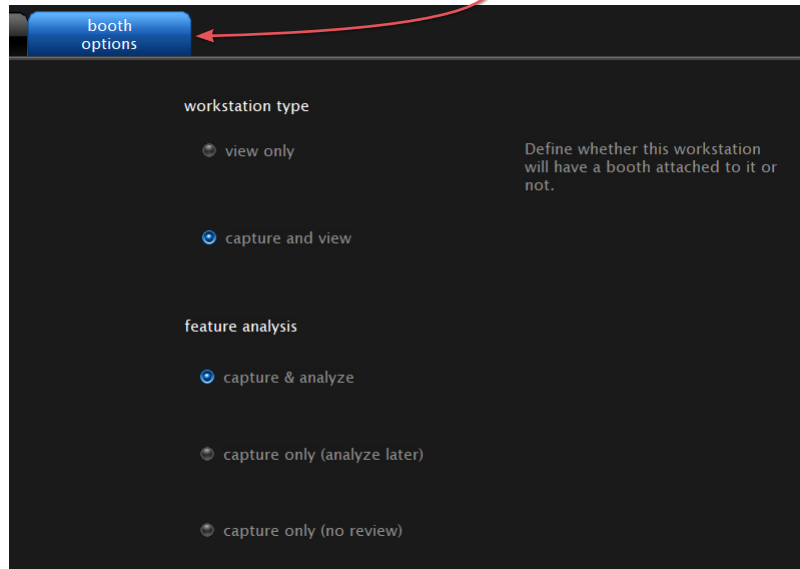


When you have finished making the desired changes to Database Management, click a different tab or click

**◀ back** to return to the VISIA Home screen.

## 2.5 BOOTH OPTIONS

To define workstation type or capture workflow, click the  **settings** button at the bottom of the VISIA Home screen. Click on the **booth options** tab.



*booth options screen*


### Workstation type


- **view only** Select this option if you will never be connecting a booth to a particular workstation. When this option is selected, the VISIA program does not attempt to connect to a booth and, therefore, opens more quickly.

✔ **NOTE: If you connect a booth to a workstation that is defined as “view only,” the booth will not be recognized by the software.**

- **capture and view** Select this option if you will be using a particular workstation with a booth connected most of the time. You may still run the software without a booth, but it will take longer for the program to open as it attempts to locate a booth.

### Feature analysis

- **capture & analyze** is the normal capture workflow: Capture left, front, and/or right views, then VISIA masks and analyzes each view before the View Pictures screen is displayed.
- **capture only (analyze later)** is useful to quickly view images without analysis. Analysis may be performed later by clicking  **analyze this view** in a View Pictures screen.
- **capture only (no review)**: Select this option to capture and analyze images without immediate review. Images and analysis may be reviewed later.

When you have finished making the desired changes to Booth Options, click a different tab or click  **back** to return to the VISIA Home screen.

## CHAPTER 3

# Capturing Images

### 3.1 INTRODUCTION

---

The VISIA system consists of the VISIA imaging booth and VISIA software.

#### **VISIA imaging booth**

The VISIA imaging booth is a self-contained unit that provides a carefully designed environment for facial imaging under controlled lighting conditions.

The VISIA imaging booth includes the following:

**The rotating capture module** can be set to any one of three positions for photographing the subject from the left, center, or right side. Simply rotate the assembly to the desired position where it will softly click into place. VISIA software will detect the position and display it on the capture screen.

**The chin cup and headrest** control the position of the client's face.

**The connection panel** at the rear of the VISIA booth provides connections for the AC power cord and the USB cable that attach to the computer, and the booth's Power switch.

## VISIA software

When used together with the VISIA imaging booth, VISIA software allows you to capture and store images using standard lighting, cross-polarized flash, and UV flash.

After capturing images of the client's face, the software automatically isolates, or "masks," specific areas of the face. The software then performs an extensive analysis of these areas to evaluate eight different skin features: visible spots, UV spots, brown spots, red areas, wrinkles, texture, pores, and porphyrins.

In addition, the software can compare a client's skin to a database of others of the same age and skin type.

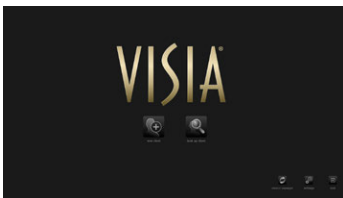
## 3.2 STARTING THE VISIA SYSTEM



**1** Turn the VISIA imaging booth power on using the Power switch on the back panel.

- Always turn the booth on *before* launching the VISIA software. This enables the software to locate the booth components.
- You may hear noise as the camera and optical filters are automatically adjusted. The lights inside the booth should light up within about ten seconds of powering on.
- If the lights do not come on, check the AC power connection. If they still do not work, contact Canfield Technical Support at 1-800-815-4330.

**2** Turn the computer on.



**3** Double-click the  Canfield Facial Imager icon on the Windows desktop to start the VISIA software.

The VISIA Home screen presents five choices:



**new client** to enter information and take photos of a new client (if the VISIA booth is connected and active).



**look up client** to create a new session for a returning client or to view images from a previous session.



**service manager** provides access to administration and monitoring of servers and licensing.



**settings** to customize the settings for your VISIA system, including adjust camera alignment, access database management functions, and reanalyze a database created previously (see [Chapter 2: Customizing the Settings for Your VISIA System](#)).



**exit** to quit the VISIA software.

### 3.3 CAPTURING IMAGES OF A NEW CLIENT

#### Entering new client and session information

To initiate a session with a new client, click



**new client** on the VISIA Home screen.

*new client/new session screen*

 **Note:** To enter data using the soft keyboard on a touch screen, tap the  **open keyboard** button.

- **client ID** allows you to assign an optional alphanumeric identifier to each client. (Note: The Client ID field does not appear if the “Enable Client ID field” option on the Session Options screen has been cleared. See [2.1 Session Options](#) for details.)
- **last name** is required for all clients
- **date of birth** is required for all clients
- **sex** selection is required for all clients
- **facial features** selection is required for all clients
- **first name, e-mail, and mobile phone** are optional

client ID

last name

first name

e-mail

mobile phone

date of birth

age

sex

MM/DD/YYYY

--

Female

Male

skin condition

click to select the facial features most similar to your own

- **skin condition** is optional and may be identified as:
  - **Cleaned:** Washed immediately prior to this session. The client should be instructed to clean his/her face just before each session. The face should be dried with a lint-free towel because lint will appear in UV pictures and could skew results.
  - **Fresh Makeup:** Make-up was applied within one hour of the session.
  - **Other:** When neither of the other conditions applies.

**NOTE:** Compare results only between clean skin condition sessions. Do not compare across skin conditions.

- **facial features** selection is required for Advanced Aging Simulation (see [4.10 Simulation](#)). Click the picture that most closely resembles the client, or, if none are similar, click the radio button to select “none of the above features are similar to mine”.

click to select the facial features most similar to your own

none of the above features are similar to mine

click to select capture views

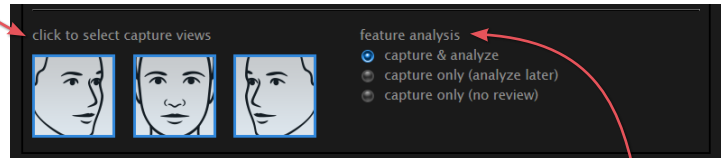
feature analysis

capture & analyze

capture only (analyze later)

capture only (no review)

- **capture views** may be set to one or all three options: Left Face, Front Face, or Right Face. If **allow changes** was enabled in Set-up (see [2.1 Session Options](#)), you may select any view(s) for a particular session.



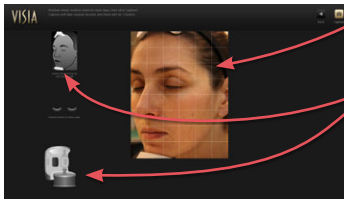
- **feature analysis** allows you to override the default capture workflow (see [2.5 Booth Options](#)).

When all fields are completed, click **▶ next** to open the Preview screen.

- ✓ If the information you 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.


## Preparing the client

- 1 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 face should be dried with a lint-free towel.
- 2 The black collar drape cloth (included with the system) should be draped around the client's shoulders to eliminate reflections from clothing that could skew results.
- 3 Instruct the client to place her chin in the chin cup and rest her forehead gently against the headrest. Be sure the client is sitting up straight with head and body aligned and facing the booth directly. Facial expression should be neutral and relaxed, eyes closed.

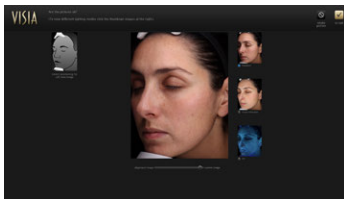


- 4** The Preview screen provides a live video preview. Rotate the capture module to the desired position. The icons automatically update to reflect the capture module position and the view about to be captured.

### Photographing a new client


- 1** When the client is positioned and the capture module is rotated for the view you wish to capture, click  **capture**.

VISIA will take 1, 2, or 3 pictures (depending on the selections in **Session Options**, see [2.1 Session Options](#)) including one using normal flash, one using UV flash, and/or one using cross-polarized flash. This will take a few seconds. If more views are to be captured, the client should remain still after the flashes go off.

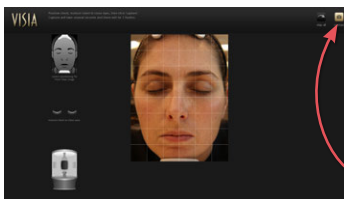


- 2** A few seconds after the third flash, the pictures that were taken will be displayed along with the prompt, “Are the pictures OK?”. Check the set of images to make sure the client is correctly positioned and did not move between pictures.


- To view a different lighting mode, click its thumbnail image.

- 3 Accept** this set of pictures **by rotating the capture module** to the next position. If you wish to discard and retake the pictures, click  **retake picture**.

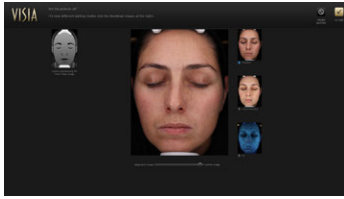
- If this is the only or last view, accept the pictures by clicking  **accept**.




- 4** After you rotate the capture module into position for the next view, the icons automatically update to reflect the view about to be captured.



- 5** Make sure the client is still correctly positioned, then click  **capture**.


- If you do not wish to capture any more views for this session, you may click  **skip all**.

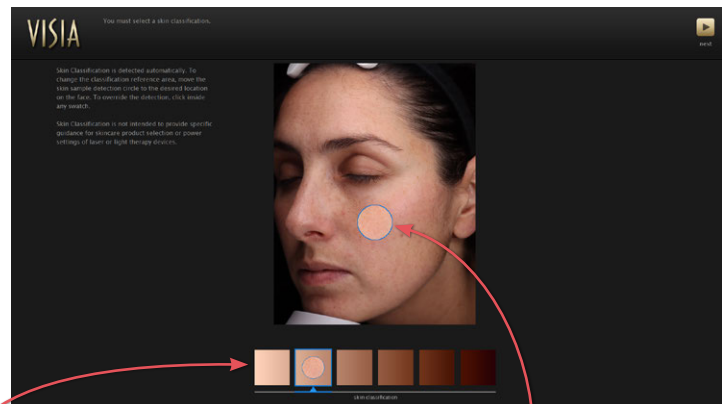


**6** The pictures that were just taken will be displayed in a few seconds along with the prompt, “Are the pictures OK?”. Check the set of images to make sure the client is correctly positioned and did not move between pictures.

**7** Accept this set of pictures by rotating the capture module to the next position. If you wish to discard and retake the pictures, click  **retake picture**.


 If this is the last view, accept the pictures by clicking  **accept**.

**8** After you accept the last view by clicking  **accept**, the automatically detected skin classification is displayed. Skin classification affects the scores for Red and Brown features processed by VISIA’s RBX analysis.



If desired, you can drag the detection circle to a more representative location on face, or override the selection by clicking inside a different swatch.

**9** Confirm the skin classification by clicking  **next**.

**Note:** If “capture only” was enabled for the session, VISIA will skip the masking and analysis described below. In this case, the photographs will display in the View Pictures screen without analysis. Analysis may be performed later by clicking  **analyze this view** in a View Pictures screen.

## Auto masking



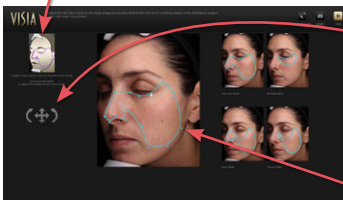
After skin classification is confirmed, VISIA automatically draws a boundary excluding facial features such as eyes, nose, lips, and hair. This boundary, or “analysis mask”, delineates the area in which VISIA will perform the complexion analysis.

The automatically generated analysis mask may be manually adjusted, if necessary. For optimal analysis, make sure that the following features are excluded from the analysis mask:

- highly reflective and shiny areas such as the temple area and the ridge of the nose (Shiny areas will be highlighted in yellow if shine highlighting has been enabled in Session Options.)
- shaded areas
- fine hair (e.g., vellus hair) on the cheeks and/or beard stubs
- smile line (crease from beside the nose to the corner of the mouth)
- eyelashes
- hairs
- scars
- birthmarks
- any abnormalities that occur near the mask line

### **Adjusting the auto mask, if necessary**


A diagram shows the approximate area that should be included in the analysis mask for the current view.

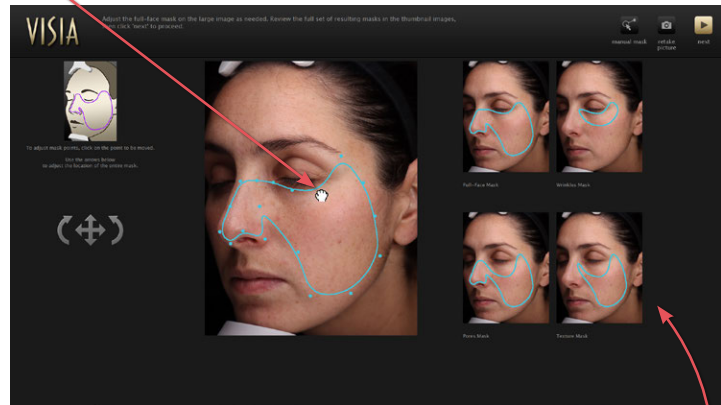


**To move the entire mask** up, down, left, or right, or rotate the entire mask as a unit, click the corresponding arrows to the left of the image.

**To adjust individual points**, click and drag.



**1** Position the cursor over the large image. Adjustment points appear near the border of the mask.


2 Click on the dot nearest to the section of the mask you want to adjust. The cursor changes to a  grabbing hand.



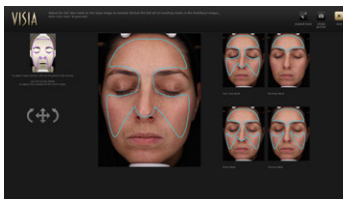
3 Continue to hold down the left mouse button and drag the point until the mask section is adjusted as desired, then release. The relevant section(s) in the zonal masks (4 thumbnails) update automatically as you adjust the border in the large image.


If you are unable to correct the auto mask to your satisfaction, you may create a new analysis mask manually or retake the picture.

- Click  **manual mask** to discard the auto mask and start creating the analysis mask manually, guided by on-screen diagrams and instructions.
- Click  **retake picture** to discard and retake the picture.

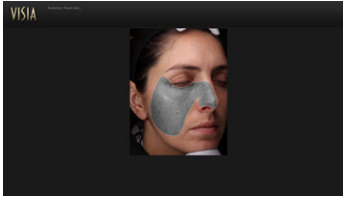
4 When you are satisfied with the mask, click  **next**.

### ***Auto-masking additional views***

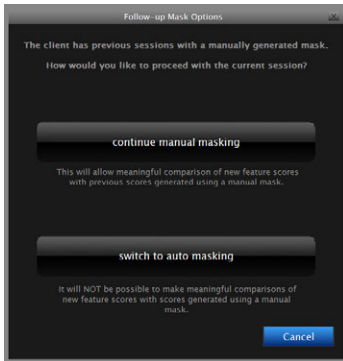


If additional view(s) were captured, VISIA displays the analysis mask for the next view with a diagram showing the approximate area that should be included in the analysis mask for the current view. Make adjustments, if needed. When you are satisfied with the mask, click  **next**.

### Analysis



When you are satisfied with the mask for each view, click **next** to analyze. VISIA analyzes the masked area(s) of the image(s) and displays the View Pictures screen when the analysis is complete. See [Chapter 4 The VISIA Consultation](#) for details on viewing images and analysis results.



**NOTE:** If manual masking was used in a previous session, the “Follow Up Mask Options” dialog box offers you the option to continue using the existing manual mask or switch to auto masking for this client. *If you wish to compare the results of the current session to previous sessions, continue with manual masking.*

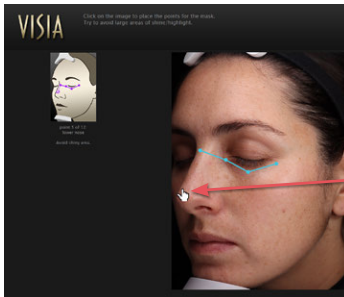
If **enable auto masking** is unchecked in Session Options (see [2.1 Session Options](#)), VISIA will NOT automatically draw an analysis mask.

### Manual masking


If **enable auto masking** is unchecked in **Session Options** (see [2.1 Session Options](#)), VISIA will prompt you to draw a boundary (“analysis mask”) on the image indicating which part of the face to analyze. The mask you create at the first session will be used for analysis of all pictures and at all later sessions for the same view; the mask cannot be redrawn for subsequent sessions of the same view.

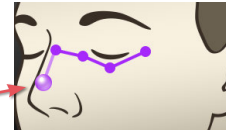
✔ **IMPORTANT:** Proper masking is essential for obtaining meaningful, reproducible analysis results.

For optimal analysis results, exclude the features listed in the previous section, [Auto Masking](#).

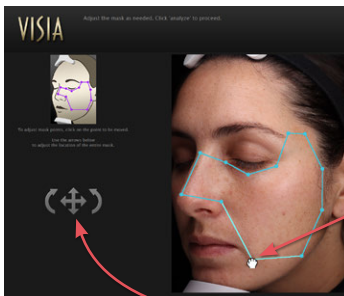


**1** Follow the on-screen instructions and illustrations to place the points that will define the analysis boundary.

- Click on the image to place each point at the location that corresponds to the highlighted point on the diagram.
- The diagram updates to highlight the next point.
- If you make a mistake you can click  **back** to undo the previous mask point.
- When you click to place the final (twelfth) mask point, VISIA will automatically complete the enclosure for the mask area.



**2** Confirm that the masked area does not include shiny areas, shaded areas, smile line, eyelashes, hairs, scars, birthmarks, or any abnormalities that occur near the mask line.



**3** Once the final mask point has been placed, you may adjust individual mask points or the entire mask position or rotation, if necessary.

- To adjust an individual mask point, click on the point and drag while the point and its adjacent lines are highlighted.
- To rotate the mask or to move the entire mask up, down, left, or right, click the arrows to the left of the image. **Shift** + click the arrows for larger increments of movement.

✔ Zonal masking is not available for sessions that are manually masked.

✔ If both left and right view images are captured, the mask you created for the left view will be flipped and applied to the face in the right view. If necessary, you may click and drag to adjust individual mask points, or use the arrows to rotate or move the entire mask.

- ✓ If a front view image is captured, you will be prompted to create a separate mask for the forehead after you have accepted the picture.

### Analysis

When you are satisfied with the mask, click **▶ next**. VISIA analyzes the masked area(s) of the image and displays the View Pictures screen when the analysis is complete. See [Chapter 4 The VISIA Consultation](#) for details on viewing images and analysis results.

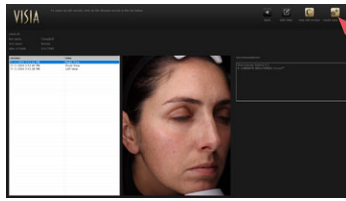
## 3.4 CAPTURING IMAGES OF A RETURNING CLIENT


The VISIA system is an ideal tool for tracking treatment progress over time through reproducible facial photos. When a client returns for a follow-up visit, you will want to add the new images to the existing client record.


### Locating a client record



- 1 Click **🔍 look up client** from the VISIA Home screen.
- 2 Enter information in the look-up fields. If you wish, you may enter only partial information, such as the first letter of the last name. To view a list of all clients, leave all look-up fields blank.
- 3 When you have entered the desired information, click **🔍 look up client**.
  - If a single match is found, the Select Session screen appears. Proceed to Step 4 below.
  - If multiple matches are found, a list of clients matching the look up criteria is displayed. Click to select the desired client, then click **▶ next** (or double-click on the client name).
  - If the correct client is not displayed or no match is found, click **◀ back** to change the look-up criteria or click **⊕ new client** to create a new client record. See [3.3 Capturing Images of a New Client](#).



**4** On the Select Session screen, click  **create new session** to proceed with capturing new images for the displayed client.

**5** Enter the appropriate skin condition and select the desired view options in the New Session screen, then click  **next** to open the Preview screen.

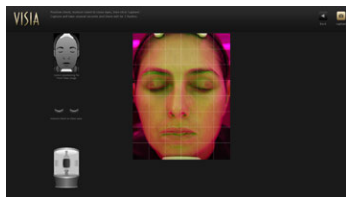
### Photographing a returning client

**1** The client should be prepared in the same manner as for the initial session (clean face, drape collar, etc.).


**2** Instruct the client to place her chin in the chin cup and rest her forehead gently against the headrest. Be sure the client is sitting up straight with head and body aligned and facing the booth directly. Facial expression should be neutral and relaxed, eyes closed.

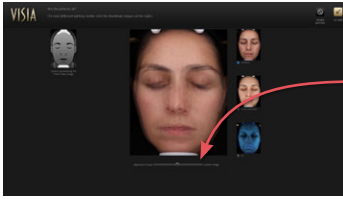
**3** Rotate the capture module to the desired position. The icons on the preview screen automatically update to reflect the view about to be captured.

- Multiple views (right/front/left) may be captured in any order.






**4** To assist with consistent positioning, VISIA superimposes the live preview image for the new picture over the picture from the initial session. The appearance of this preview overlay will depend upon the “Enable color channel alignment mode” setting in the Session Options screen (see [2.1 Session Options](#)). Make any necessary adjustments to the client’s positioning until a single, natural-color image appears.

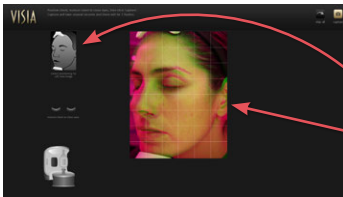
**5** When the client is positioned correctly, instruct her to close her eyes. Click  **capture**. As in the first session, VISIA will take up to three pictures. This will take a few seconds. If more views are to be captured, the client should remain still after the flashes go off.



**6** A few seconds after the third flash, the pictures that were taken will be displayed on screen. The scroll bar below the main image may be used to fade between the new picture and the initial picture to ensure consistent position. Check the set of images to make sure the client is correctly positioned and did not move between pictures.


**7 Accept** this set of pictures **by rotating the capture module** to the next position. If you wish to discard and retake the pictures, click  **retake picture**.

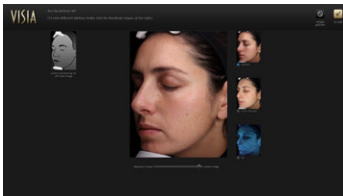
 If this is the only or last view, accept the pictures by clicking  **accept**.





**8** After you rotate the capture module into position for the next view, the icons automatically update to reflect the view about to be captured.


**9** Use the live image preview as described above to correctly position the client for each view.

**10** Make sure the client is still correctly positioned, facial expression neutral, eyes closed, then click  **capture**.




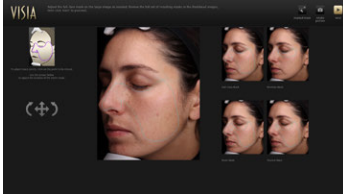
**11** The pictures that were just taken will be displayed in a few seconds along with the prompt, “Are the pictures OK?”. If the client appears to be correctly positioned and did not move between pictures, accept this set of pictures by rotating the capture module to the next position. If this is the last view, accept the pictures by clicking  **accept**. (If you wish to discard and retake the pictures, click  **retake picture**.)

### Auto masking and analysis for a returning client

(See [Auto Masking](#) in section 3.3.) After you accept the pictures by clicking  **accept**, VISIA proceeds to identify the client’s facial structure and draw an analysis mask, delineating the area in which VISIA will perform the complexion analysis.

**Note:** If “capture only” was enabled for the session, the View Pictures screen will be displayed without analysis. Analysis may be performed later by clicking


 **analyze this view** in a View Pictures screen.



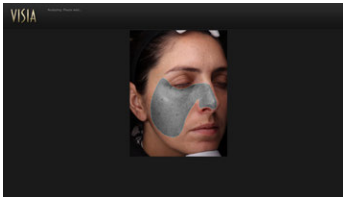
**1** Confirm that the masked area does not include shiny areas, shaded areas, smile line, eyelashes, hairs, scars, birthmarks, or any abnormalities that occur near the mask line.


✓ The automatically generated analysis mask may be manually adjusted, if necessary: Click and drag to adjust individual points or use the arrows to rotate or move the entire mask ([see \*Adjusting the auto mask in section 3.3\*](#)).

✓ If you are unable to correct the auto mask to your satisfaction, you may create a new analysis mask manually or retake the picture.

**2** When you are satisfied with the mask, click  **next**.

If additional view(s) were captured, VISIA displays the analysis mask for the next view.



After the analysis mask for the last view is confirmed by clicking  **next**, VISIA analyzes the masked area(s) of the image(s) and displays the View Pictures screen when the analysis is complete.

### Manual masking for a returning client

If manual masking was used in a previous session, VISIA will default to the existing manual mask in order to ensure accurate comparison of the current session to previous sessions. If necessary, you may adjust the mask to compensate for slight errors in positioning.

Use the arrows to the left of the image as needed to rotate the mask or to move the entire mask up, down, left, or right.

**Note:** For return visits, you cannot move individual mask points or change the actual shape of the mask.

### 3.5 IMPROVING QUALITY AND REPRODUCIBILITY OF CAPTURED IMAGES

The scores generated by the VISIA Complexion Analysis algorithms can be influenced by a number of factors including the condition of the skin (cleaned vs. make-up), time of day, head registration within the booth, facial expression (particularly for wrinkles), stray and fine hairs, glare areas resulting from oily skin, etc.

All of the data for VISIA's percentile scores were gathered from subjects whose skin was cleaned immediately before the imaging session. If make-up is *not* removed prior to a client's VISIA session, the results may be skewed and thus not meaningful for comparison purposes.

Some variability in scoring is inherent with the analysis algorithms, currently in the range of +/- 5%. The following tips and suggestions are offered for optimal results.

#### Booth placement

Position the booth away from any strong or variable background lighting source, such as a window, door, or overhead lighting. Ideally the opening of the booth should be pointed toward a dark or neutral colored wall with no pattern.

For maximum reproducibility, the booth location should be permanent and the unit should not be moved between sessions in order to maintain a consistent lighting environment.

#### Client preparation for VISIA session

**Proper skin preparation** For the most accurate initial assessment of a client's skin features and for tracking progress of treatment, it is critical that the skin be cleaned just prior to a VISIA session. For repeatable results, use client data from "Clean" Skin Condition

sessions *only*. Do not compare “Clean” Skin Condition analysis photos with “Fresh Make-up” or “Other.”

The client should be instructed to clean her face just before the imaging session using a non-irritant face cleaner (such as Procter & Gamble’s Olay Daily Facial disposable cleansing cloths), dry her face with a lint-free towel (such as Kimberly-Clark’s Kimwipes), and allow for skin hydration to evaporate.

**Black headband** A black headband (not included) should be used to push hair back and away from the client’s face to minimize stray hairs that can affect feature counts, including wrinkles.

**Black collar drape cloth** The black collar drape cloth should be draped around the client’s neck to minimize stray reflections from clothing which could otherwise skew results, particularly for UV-derived skin features. One of these collar drape cloths is provided with each VISIA system. Contact Canfield Scientific, Inc. to purchase additional cloths.

### Client positioning and image capture

**Positioning within the booth** The VISIA imaging booth should be placed on a surface that is approximately 40 inches off the ground so the client may comfortably approach the booth. An adjustable stool is recommended to accommodate height differences between clients and ensure that the client doesn’t have to stretch up or bend down to fit her face into the booth opening.

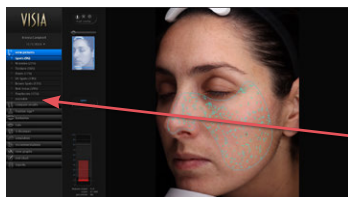
It is crucial that the client place her chin firmly in the center of the chin cup with her forehead resting against the headrest. Instruct the client to look straight ahead making sure her face is centered in the preview screen.

**Minimizing variability in facial expressions** helps to improve reproducibility (particularly for wrinkles). Encourage the client to hold position in the booth until the last photo is taken to further ensure consistent registration and reduce session time.

**Face alignment in follow-up sessions** During follow-up sessions, the position of the client's face should match her first session image. To assist with registration, the system superimposes the preview image from this session over the image taken during the original session (i.e., alignment image) so that you can see when the live preview matches the alignment image, i.e., only one solid image appears. We suggest that you focus on the nose area and instruct the client to move her head up, down, left, or right as needed for perfect alignment. Directions such as “lean,” “point,” etc. prefaced with “slightly” or “a bit” can help the client with appropriate movement.

## CHAPTER 4

# The VISIA Consultation




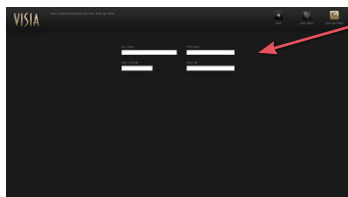
Once images for a new VISIA session have been captured and analyzed, the  **view pictures** screen opens automatically.

The navigation bar on the far left side of the screen offers access to alternate view modes, such as compare results, TruSkin Age, eyelashes, lips, 3-D viewer, aging simulation, view graphs, as well as VISIA's recommendations tool, the session notes editor (**edit chart**), and reports.


### 4.1 OPENING A PREVIOUSLY CAPTURED SESSION


If you wish, you may view images and data for a previously captured session at any time.



**1** Click  **look up client** from the VISIA Home screen.

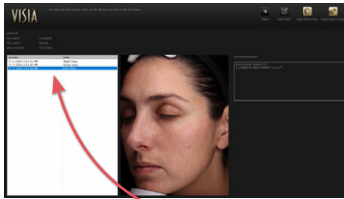


**2** Enter information in the look-up fields. If you wish, you may enter only partial information, such as the first letter of the last name. To view a list of all clients, leave all look-up fields blank.



**3** When you have entered the desired information, click  **look up client**.

- If a single match is found, the Select Session screen appears. Proceed to Step 4 below.
- If multiple matches are found, a list of clients matching the look up criteria is displayed. Click to select the desired client, then click  **next** (or double-click on the client name).

- If the correct client is not displayed or no match is found, click  **back** to change the look-up criteria, or  **new client** to create a new record.




**4** Confirm that the desired client record is displayed on the Select Session screen.

- If the correct client is not displayed, click  **back** to select a different client from the client list.
- To change the look-up criteria, click  **back** again.


**5** Click to select the desired session in the session list. The Standard image is displayed along with any recommendations (see [4.11 Recommendations](#)) and/or session notes (see [4.13 Session Notes and Client Data](#)) associated with the selected session.

*Note:* An asterisk (\*) before a session date indicates that the images for that session were captured in a different VISIA booth than the one in use. In this case, comparisons between sessions will be less accurate.

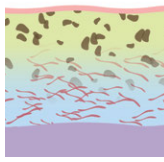
**6** Click  **view old session** (or double-click on the desired session) to open the View Pictures screen.

## 4.2 VISIA SKIN FEATURES: DETECTION AND DISPLAY

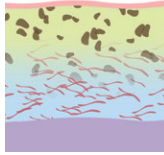
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**Note:** If “capture only” was enabled for a session, the standard and cross-polarized photos will display in the View Pictures screens without analysis. You will be able to view visualizations of features detected in the cross polarized and UV photos. To view the complete VISIA analysis, click  **analyze this view** in a View Pictures screen.

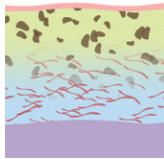
Each of the skin features analyzed by VISIA is displayed to optimize the visualization of that feature. The visual indicators for each feature and the options available when it is displayed are described below.



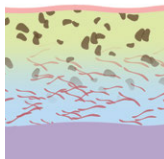
**Surface Spots** are typically brown or red skin lesions, including freckles, acne scars, hyperpigmentation, and vascular lesions, distinguishable by their distinct color and contrast from the background skin tone. They vary in size and shape, and are normally visible to the naked eye. Surface Spots are photographed with standard lighting, and are outlined in blue within the mask area.



**UV Spots** occur when melanin is accumulated just below the skin surface as a result of sun damage. Since UV Spots may not be visible under normal lighting conditions, they are photographed with ultraviolet illumination. The selective absorption of the UV light by the epidermal melanin enhances its display and detection by VISIA. UV Spots are outlined by yellow circles. The image is processed to sepia tone or a neutral gray to provide enhanced contrast between the UV Spots and surrounding skin.



**Brown Spots** are lesions on and deeper within the skin such as hyperpigmentation, freckles, lentigines, and melasma. They produce an uneven appearance to the skin. Brown Spots occur from an excess of melanin. Melanin is produced by melanocytes in the bottom layer of the epidermis. Brown Spots are detected in VISIA by RBX® Technology using cross-polarized imaging and are outlined in yellow. The entire image is processed using Canfield's RBX Technology to provide a clear visualization of the pigmentation.



**Red Areas** can represent a variety of conditions, such as acne, inflammation, rosacea or spider veins. Blood vessels and hemoglobin contained in the papillary dermis, a sub-layer of skin, give these structures their red color, which is detected by the RBX Technology in VISIA. Acne spots and inflammation vary in size, but are generally round in shape. Rosacea is usually larger and diffuse compared to acne, and spider veins typically are short, thin and can be interconnected in a dense network. Red Areas are photographed with cross-polarized lighting, and are represented by light

blue areas. The entire image is processed using RBX to provide a clear visualization of the vascularity.

**Wrinkles** are furrows, folds or creases in the skin, identified by their characteristic long, narrow shape. They are associated with a decrease in skin elasticity and increase in occurrence as a result of sun exposure. Wrinkles are photographed with standard lighting. Dark green lines represent the most pronounced wrinkles and light green represents finer lines.

**Texture** is primarily an analysis of skin smoothness. Texture measures skin color and smoothness by identifying gradations in color from the surrounding skin tone, as well as peaks and valleys on the skin surface that indicate variations in the surface topography. Texture is photographed with standard lighting and is represented by yellow for raised areas and blue for depressions. The masked area of the image is processed to provide an enhanced visualization of the skin surface.

**Pores** are the circular surface openings of sweat gland ducts. Due to shadowing, Pores appear darker than the surrounding skin tone and are identified by their darker color and circular shape. The VISIA system distinguishes Pores from Spots based on size; by definition, the area of a Pore is much smaller than a Spot. Pores are photographed with standard lighting, with each pore represented by a dark blue circle. The size of the circle corresponds to the size of the pore.

**Porphyryns** are bacterial excretions that can become lodged in pores and lead to acne. They fluoresce in UV light and exhibit circular white spot characteristics. Porphyryns are photographed with ultraviolet illumination, and are represented by yellow circles. The image may be displayed as either a processed (gray) or unprocessed (color) image. To change the default display mode, see [Section 2.1, Session Options, Default Porphyryn Display](#).

### 4.3 VIEWING ANALYSIS RESULTS

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VISIA offers the flexibility of three data display options to suit the needs and preferences of your practice.

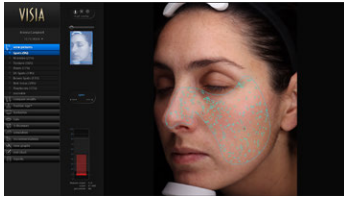
**Feature Count** provides a count of the number of discrete instances of the feature being evaluated, without regard to the size or intensity of each instance. Feature Count can be used to track treatment progress when a reduction in the number of discrete instances of a particular feature is desired.

**Score** provides a comprehensive measurement of the impact that the feature has on the client's complexion. Score factors in the total size and area as well as intensity of detected instances of the feature being analyzed. Score can be used to track treatment progress when the size and intensity of instances of a feature are the most relevant indicators of treatment effectiveness.

**Percentile** provides a context to evaluate a client's complexion analysis results by presenting a comparison of the individual's Score to those of people with the same sex, age, and skin type. Percentile is useful in providing a baseline assessment of the overall condition of the client's complexion. Percentile scoring was developed using a database of several hundred thousand individuals, and allows patients to understand how their complexion ranks compared to others in their peer group.

**Note:** The VISIA 8.1 software includes an adjustment to the percentile algorithms, removing 9% off of the lower end of the percentiles. If two sessions are being compared with different algorithms, users will be prompted to reanalyze older session.

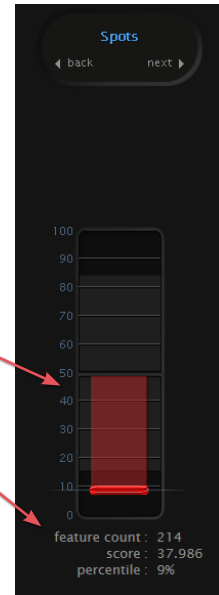
## 4.4 VIEW PICTURES



view pictures screen (Spots)

View Pictures is the main screen used during a VISIA consultation. This screen displays the image for the current session with a mask overlay indicating detected skin features ([see 4.2 VISIA Skin Features: Detection and Display](#) for a detailed explanation of each feature).

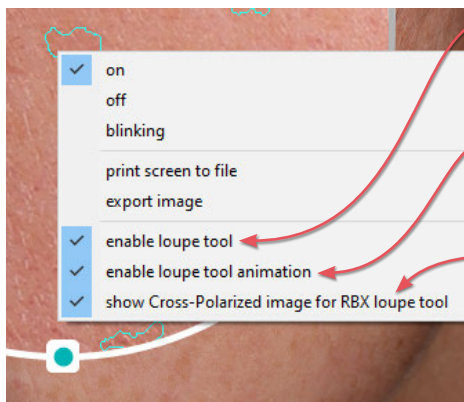
A relative bar graph in the second column displays the percentile score (where available) relative to the median score. Numerical data for feature count, absolute score, and percentile are displayed below the graph ([see 4.3 Viewing Analysis Results](#) for a detailed explanation of these values).



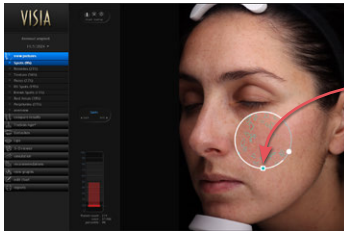
### Loupe tool

The loupe tool enables you to focus on and magnify a selected area of an image, displaying feature results within the loupe. The area of the image outside of the loupe appears as the standard picture.

**To select loupe tool options**, right-click on the image and click to select or deselect from the pop up menu.

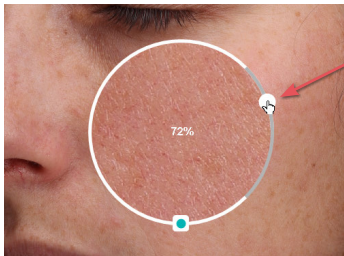


- The **enable loupe tool** option turns the loupe tool on or off (or press **Ctrl-L** on the keyboard).
- **Enable loupe tool animation** animates the loupe tool functionality at the beginning of every consultation.
- The **show Cross-Polarized image for RBX loupe tool** option changes the standard image to the cross-polarized image when Brown Spots and Red Areas features are selected and the loupe tool is on.



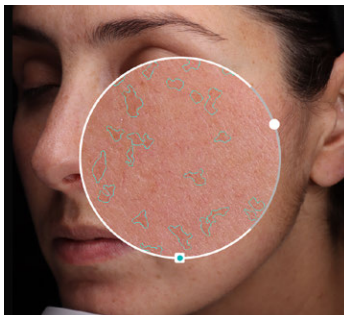
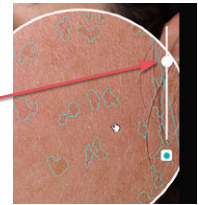
**To turn the mask overlay on, off or blinking** within the loupe, click on the white square on the perimeter of the loupe. The color of the circle within the loupe identifies the status of the mask overlay. If the circle within the white square is:

- solid blue* – the feature detection is visible
- half blue/half white* – the feature detection is in blinking mode
- solid white* – the feature detection is not visible.



**To zoom within the loupe**, click, hold and slide the white circle on the perimeter. The area within the loupe will zoom between 0% and 97%.

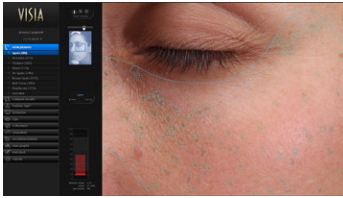
**Note:** If part of the loupe tool is dragged off of the screen, a zoom bar appears. Drag the white circle on the zoom bar up or down to zoom in or out.



**To move the loupe tool** to a different area on the image, place your cursor within the loupe and hold down the mouse button as you drag the loupe to the desired location, then release the mouse button.

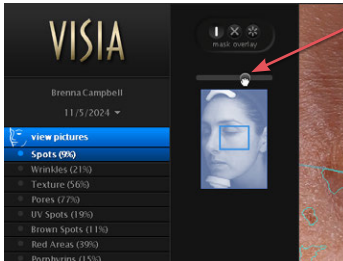
**To change the size of the loupe**, pinch in or out within the loupe tool on a touchscreen, or rotate the scroll wheel on the mouse.

## Viewing pictures with the loupe tool off



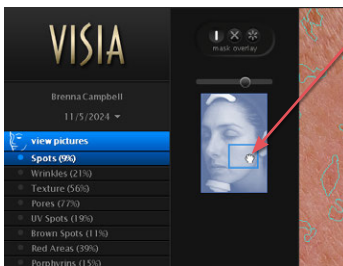
When the loupe tool is turned off, the **Zoom & Pan** control near the top of the second column allows you to magnify the entire image.

Two ways to **change magnification**:

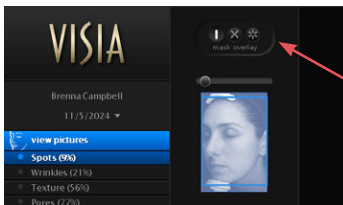


- Place your cursor over the slider ball above the thumbnail image. Hold down the mouse button and drag the slider ball to the right to zoom in for a close-up view, or to the left to zoom out to see more of the client's face.
- Place your cursor within the main picture. Spin the scroll wheel on your mouse.

Two ways to **pan** within the magnified view:

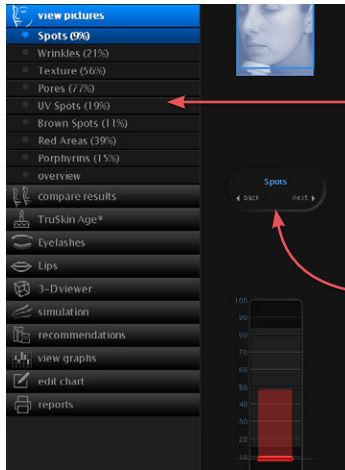


- Place your cursor within the blue box in the thumbnail image. Hold down the mouse button and drag the blue box to any area of the picture. The magnified view of the main picture will track the movement of this control.
- Place your cursor within the main picture. Hold down the mouse button and drag the main picture to view a different area.



The **mask overlay** controls are available as a set of buttons at the top of the second column. Click to turn the mask on **I**, off **X**, or make it blink **\***.

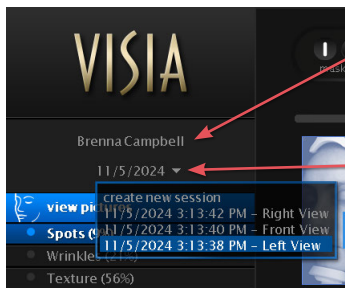
## Navigation



Two ways to display a different skin feature:

- *In the navigation bar on the far left side of the screen:* Click the individual buttons—**Spots**, **Wrinkles**, **Texture**, **Pores**, **UV Spots**, **Brown Spots**, **Red Areas**, or **Porphyryns**—to display the image and data for that particular skin feature.
- *In the second column, just above the graph:* Click the **back** or **next** arrow below the feature name to sequentially display the skin features in the current session.

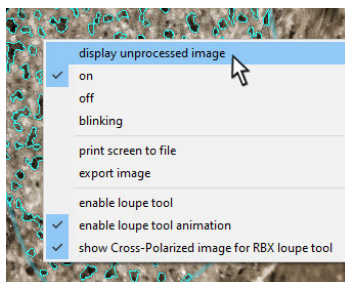
The zoom and pan settings remain the same as you review each skin feature.



The client's name and the date of the session being viewed appear in the upper left corner of the screen.

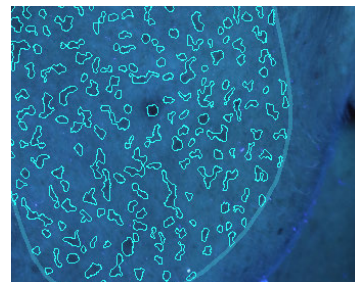
To display a different session or view (if available), click on the arrow next to the session date and select from the drop down menu that appears.

## Viewing unprocessed images



To view unprocessed images, right-click over a Texture, UV Spots, Brown Spots, Red Areas, or Porphyrins image and select **display unprocessed image** from the pop-up menu.

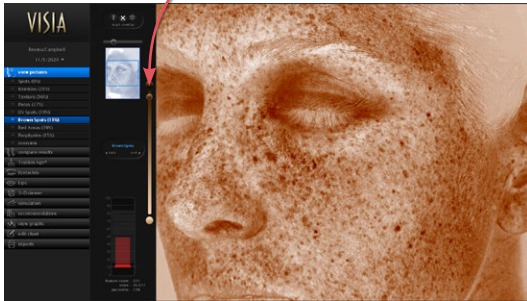
To return to the processed image, right-click and select **display processed image** from the pop-up menu.



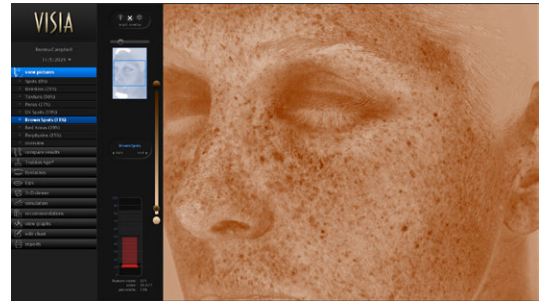
*unprocessed image displayed*

### Viewing RBX® images

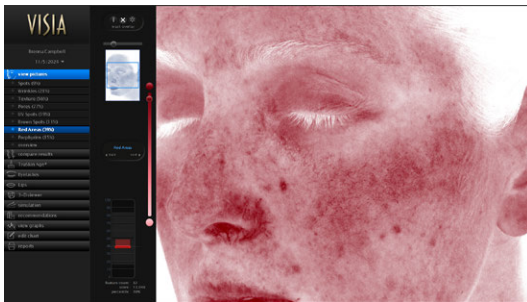
The display of RBX Brown Spots and Red Areas may be optimized for your client's skin type. While viewing Red Areas or Brown Spots in View Pictures, drag the slider ball up to increase color intensity and saturation levels, or down to decrease intensity and saturation.



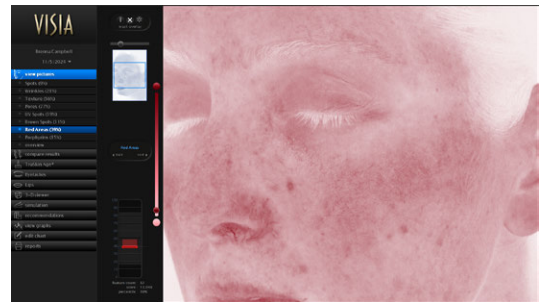
*Brown Spots, maximum intensity and saturation*



*Brown Spots, minimum intensity and saturation*



*Red Areas, maximum intensity and saturation*

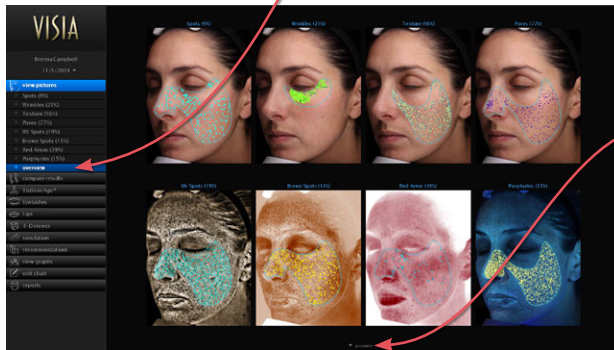


*Red Areas, minimum intensity and saturation*

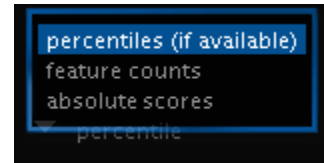
✔ These settings do not affect analysis results.

## Overview

Click the **overview** button to display thumbnails of all the available skin feature images along with data for each image.



- The data shown (percentiles, feature counts, or absolute scores) may be selected from the pop-up menu accessible at the bottom of the screen.



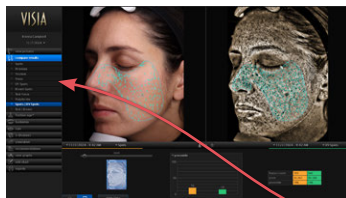
- You may switch to the full size image of a skin feature by clicking its thumbnail in Overview.

## 4.5 COMPARE RESULTS

**NOTE:** If comparing two sessions captured with different algorithms, user will be prompted to re-mask and reanalyze the older session.

The Compare Results screen displays two images side-by-side allowing you to:

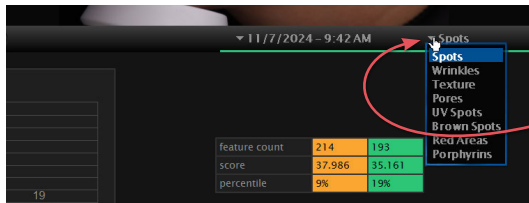
- Compare different skin features from a session.
- Compare images for the same skin feature from different sessions.



*compare results screen  
(Spots and UV Spots)*

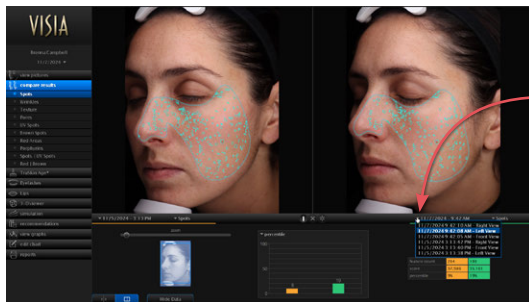
Clicking one of the buttons under Compare Results in the left column will activate a default pair of images:

- **Spots, Wrinkles, Texture, Pores, UV Spots, Brown Spots, Red Areas, and Porphyrins** will display two different timepoints of the same feature. If different timepoints are not available, the same image will be displayed in both windows.
- **Spots | UV Spots** and **Red | Brown** will display two different features at the same timepoint.



### Select feature from drop-down menu

To display a different feature for either side of the comparison, click on the arrow next to the feature name beneath the picture and select from the drop down menu.



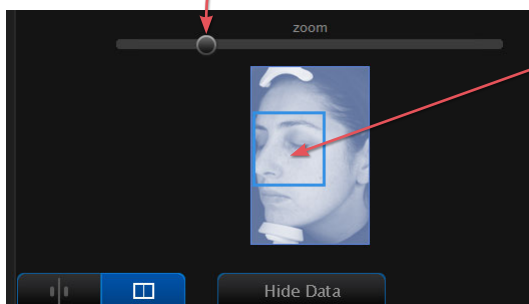
**Session selector** To display a different session or view for either side of the comparison, click on the arrow next to the session date beneath the picture and select from the drop down menu.

**Mask visibility** You may use the mask controls to turn the mask on **I**, off **X**, or make it blink **\***.

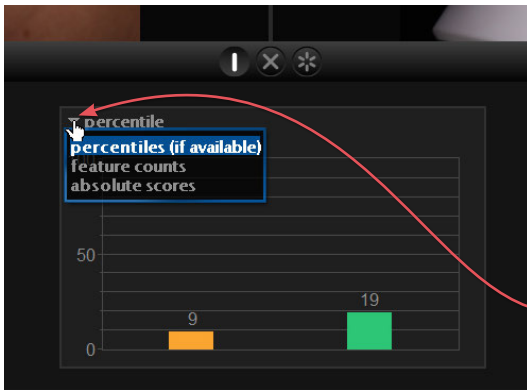


The **zoom & pan** controls enable you to magnify and move both images in tandem.

**To change magnification**, place your cursor over the slider ball, hold down the mouse button and drag the slider ball to the right to zoom in, or to the left to zoom out. Alternatively, place your cursor within one of the pictures and spin the scroll wheel on your mouse.



**To pan within the magnified view**, place your cursor within the blue box in the thumbnail image, hold down the mouse button and drag the blue box to any area of the picture. Alternatively, place your cursor within one of the pictures, hold down the mouse button and drag the picture to view a different area. Both pictures track in tandem.

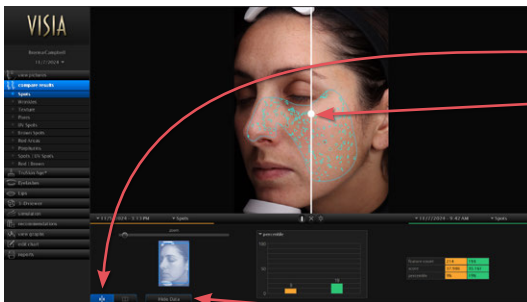


**Data display** A graphical comparison of data appears in the lower center area of the screen. The orange bar represents data for the session/view/feature pictured on the left; the green bar represents data for the session/view/feature pictured on the right.

To change the data display format, click the arrow and select percentiles, feature counts, or absolute scores from the drop-down menu.

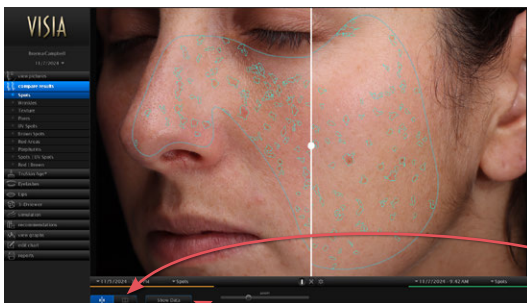
feature count	214	193
score	37.986	35.161
percentile	9%	19%


A tabular presentation of feature count, absolute score, and percentile data appears in the lower right area of the screen. (See [4.3 Viewing Analysis Results](#) for a detailed explanation of these values.) The orange column contains data for the skin feature/session pictured on the left; the green column contains data for the skin feature/session pictured on the right.




**To view images in Comparison Slider mode**, click the  cross-fade button.

Click on the slider and drag the cross-fade bar < left to reveal more of the image represented by the green bar or > right to reveal more of the image represented by the orange bar.



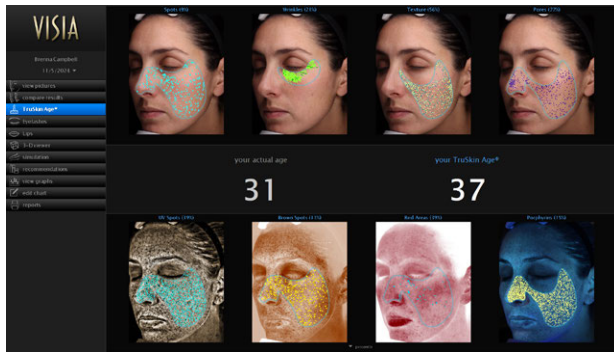
Click  to view only images without bar graphs or tabular data.


**Hide Data** mode fills the screen with image display. Zoom slider, feature and session selectors continue to be available in Hide Data mode.

Click  to view images side-by-side.

Click  to display bar graphs and tabular data below the images.

## 4.6 TruSkin Age®



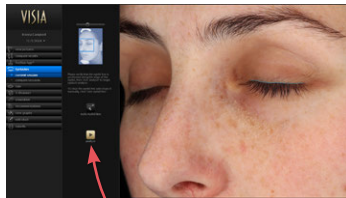
Click  **TruSkin Age** to display this easy-to-understand analysis of the client's overall skin condition.

The client's actual age is displayed alongside the calculated apparent age of the client's skin ("your TruSkin Age®"). VISIA compares the percentile scores for every feature to others of the same age group, skin type and gender.


The TruSkin Age screen, like the overview screen, displays thumbnails of all the available skin feature images and selected data for each. Data display and view options can be changed in the same manner as the overview screen above.

*TruSkin Age is available for left and right views only.*

## 4.7 EYELASHES

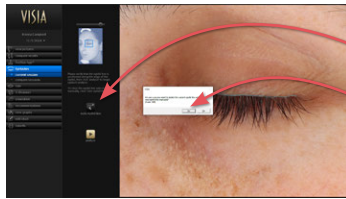


Click  **Eyelashes** to display the eyelash analysis screen.

In order to perform eyelash analysis, it is necessary to define the eyelash boundary and create the analysis mask. VISIA automatically defines the eyelash boundary with a thin blue line along the eyelid edge. If the blue line is placed correctly, click  **analyze** to create the analysis mask.

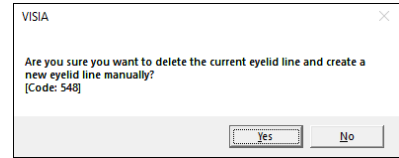


- ✓ If the blue line is placed incorrectly, first zoom in ([see section 4.4 Zoom & pan](#)) to magnify the eyelid area. Complete the following steps if you wish to redo the eyelid line. If line is OK, skip to next section.



**1** To erase the software-defined eyelash boundary and define a new line, click  **redo eyelid line**.

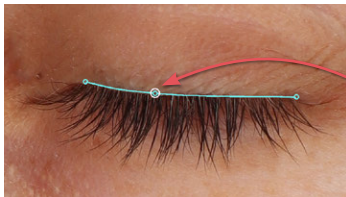
**2** Click **Yes** in the “Are you sure . . .” dialog. (If you are not sure you wish to erase the auto-boundary, click **No**.)





**3** Position the cursor at one edge of the eyelashes where they meet the eyelid and click the left mouse button to set the first endpoint.



**4** Position the cursor at the opposite edge of the eyelashes where they meet the eyelid. A straight blue line is drawn out from the first endpoint to the cursor position (white circle). Click the left mouse button to set the second endpoint.






**5** Drag the middle of the blue line to the lowest edge of the eyelid curve, then click the left mouse button one more time.

**6** If you are satisfied with the new eyelid line, click  **analyze**. Otherwise, click  **redo eyelid line** and repeat steps 3–6.

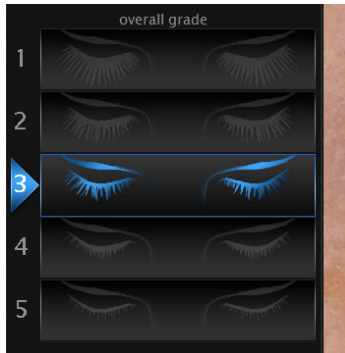
### Current Eyelashes session



After VISIA creates the eyelash mask and completes the eyelash analysis, the results for the current session are displayed.

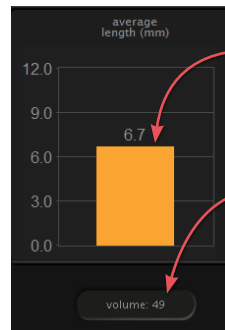
To aid in the review and discussion of eyelash analysis, you may use the **mask overlay** controls to turn the eyelash mask on , off , or make it blink .

To display a different session or view (if available), click on the arrow next to the session date in the upper left corner of the screen and select from the drop down menu that appears.



**overall grade** Eyelashes are graded on a numeric scale. Number **1** at the top of the scale represents the fullest, longest lashes. Number **5** at the bottom of the scale represents the thinnest, shortest lashes.

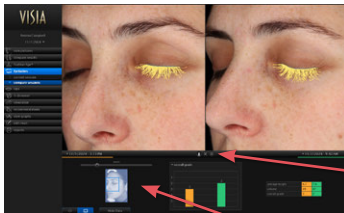
✔ Since the overall grade is based on both volume and length, the illustration may not match the client's actual lashes; for example, her lashes may be longer, but very thin.



**average length** The graph represents the midpoint between the longest and shortest lashes, expressed in millimeters (mm).

**volume** The volume value is calculated based on the overall density of individual lashes and their thickness. It represents the fullness of the entire eyelash.

### Compare Eyelashes sessions

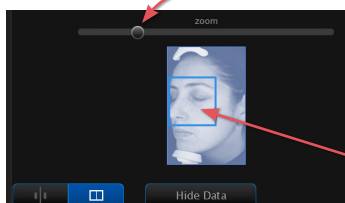


Click **compare sessions** to display the image and analysis from two different sessions side by side. This is useful to evaluate changes over time when a lash improvement regimen has been implemented.

**Mask visibility** You may use the mask controls to turn the eyelash mask on (I), off (X), or make it blink (\*).

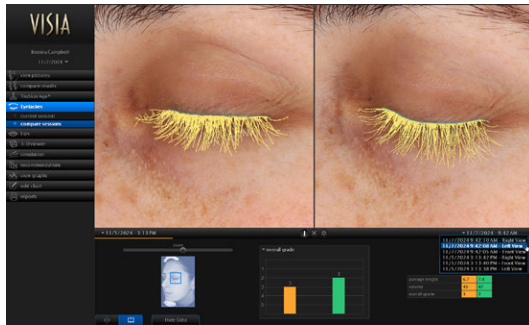
The **zoom & pan** controls enable you to magnify and move both images in tandem.

**To change magnification**, place your cursor over the slider ball, hold down the mouse button and drag the slider ball to the right to zoom in, or to the left to zoom out. Alternatively, place your cursor within one of the pictures and spin the scroll wheel on your mouse.

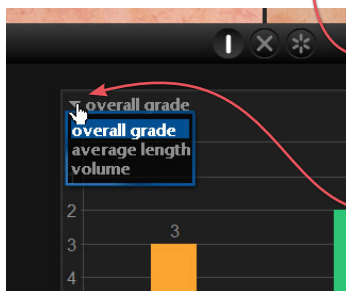


**To pan within the magnified view**, place your cursor within the blue box in the thumbnail image, hold down the mouse button and drag the blue box to any area of

the picture. Alternatively, place your cursor within one of the pictures, hold down the mouse button and drag the picture to view a different area. Both pictures track in tandem.



**Session selector** To display a different session or view for either side of the comparison, click on the arrow next to the session date beneath the picture and select from the drop down menu.

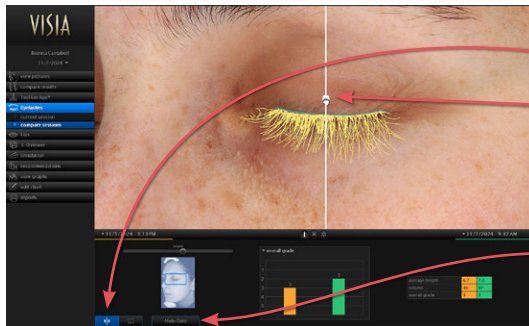


**Data display** A graphical comparison of data appears in the lower center area of the screen. The orange bar represents data for the session pictured on the left; the green bar represents data for the session pictured on the right.

To change the type of analysis displayed, click the arrow and select **overall grade**, **average length** or **volume** from the drop-down menu.


average length	6.7	7.4
volume	49	47
overall grade	3	2

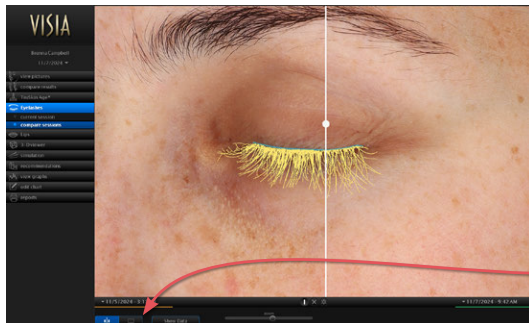
A tabular presentation of average length, volume, and overall grade appears in the lower right area of the screen. (See [overall grade](#) in [4.7 Eyelashes](#) for a detailed explanation of these values.) The orange column contains data for the session pictured on the left; the green column contains data for the session pictured on the right.




To view images in **Comparison Slider mode**, click the  cross-fade button.

Click on the slider and drag the cross-fade bar < left to reveal more of the later timepoint image or > right to reveal more of the earlier timepoint image.

Click  **Hide Data** to view only images without bar graphs or tabular data.




**Hide Data** mode fills the screen with image display.


Click  to view images side-by-side.



Click  **Show Data** to display bar graphs and tabular data below the images.

4.8  LIPS

Click  **Lips** to display the Lips analysis screen.

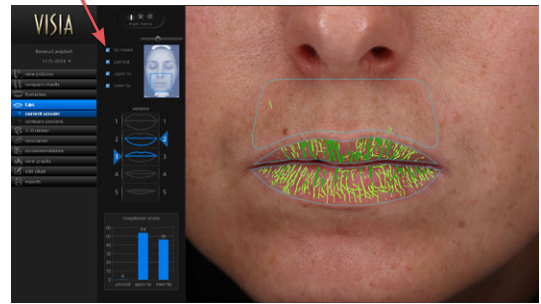
 Lips analysis is available only for *front view* images.

## Current Lips session

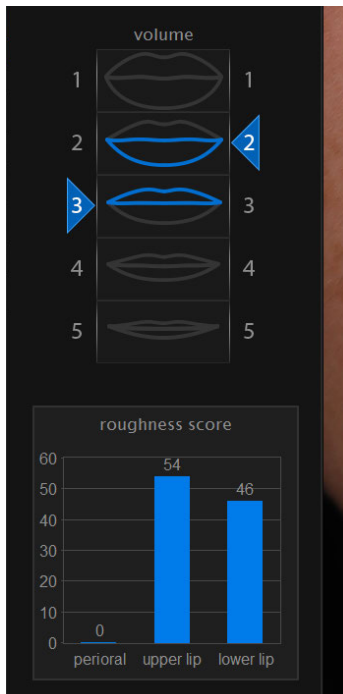





The initial Lips screen displays the client's front view image centered on the lips.

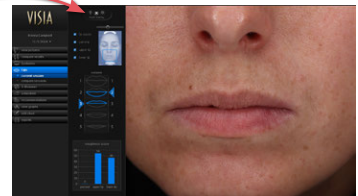
To display analysis on the different parts of the lips (perioral, upper lip, lower lip), select the corresponding checkboxes in the list next to the thumbnail.



*Lips—current session with all checkboxes selected*



Use the **mask overlay** controls to turn all selected lips analysis on , off , or make it blink .

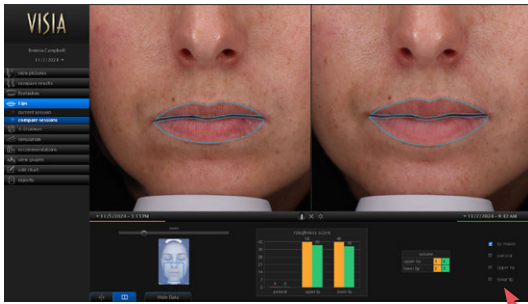



Lips are analyzed for **volume** and **roughness**.

**volume** The upper and lower lips are each graded on a numeric scale. Number **1** at the top of the scale represents the fullest lip. Number **5** at the bottom of the scale represents the thinnest lip.

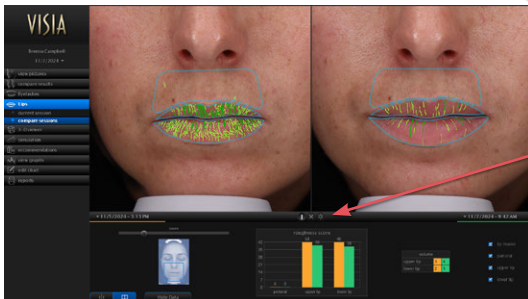
**roughness** The roughness score counts the deep (dark green) and fine (light green) lines identified in each area, perioral, upper lip, and lower lip.




## Compare Lips sessions



Click  **Lips**, then click **compare sessions** to display the image and analysis from two different Lips sessions side by side.

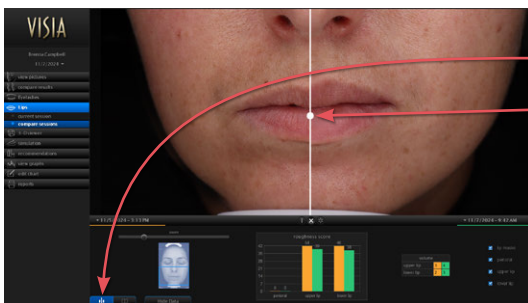
To display analysis on the different parts of the lips (perioral, upper lip, lower lip), select the corresponding checkboxes in the lower right corner of the screen.



**Mask visibility** You may use the mask controls to turn the lips mask on , off , or make it blink .

**Data display** A graphical comparison of roughness scores appears in the lower center area of the screen. The orange bar in each pair represents data for the session pictured on the left; the green bar in each pair represents data for the session pictured on the right.

A tabular presentation of volume scores for the upper and lower lip appears in the lower right area of the screen. The orange column contains data for the session pictured on the left; the green column contains data for the session pictured on the right.



**To view images in Comparison Slider mode**, click the  cross-fade button.

Click on the slider and drag the cross-fade bar < left to reveal more of the later timepoint image or > right to reveal more of the earlier timepoint image.




**Session selector** To display a different session or view for either side of the comparison, click on the arrow next to the session date beneath the picture and select from the drop down menu.

Click **Hide Data** at the bottom of the screen to view only images without bar graphs or tabular data.





**Hide Data** mode fills the screen with image display.


Click  to view images side-by-side.

Click **Show Data** to display bar graphs and tabular data below the images.


## 4.9 3-D VIEWER


Click  **3-D viewer** to display a close-up, three dimensional view of a selected area of the skin's surface. This is particularly useful when treating wrinkles or other surface texture conditions.


Click  **Rotation** to stop or resume automatic side-to-side rotation of the 3D view.

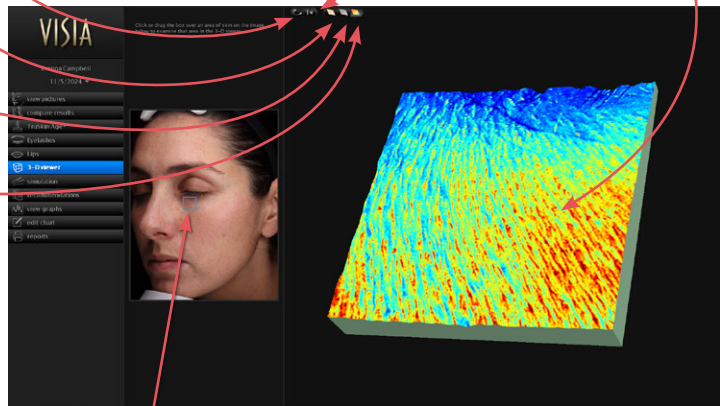
Click  **Return** to stop rotation and return to frontal view.

Click and drag within the 3D viewer pane to rotate the viewing angle.

 3D view is rendered as normal skin color.

 3D view is rendered as shades of gray.

 3D view is rendered as color relief. Blue tones represent depressions in the skin, and yellow tones represent elevated areas. Intermediate values are represented by corresponding intermediate colors.




The blue box corresponds to the portion of the face currently displayed in the 3D viewer pane. Click and drag the blue box to display a different part of the face. (For meaningful 3D views, avoid features such as lips and eyelashes.)

## 4.10 SIMULATION

VISIA's simulation tools illustrate the effects of aging or benefits of facial rejuvenation treatments and injectables. (Injectables simulation is available for Front views only.)

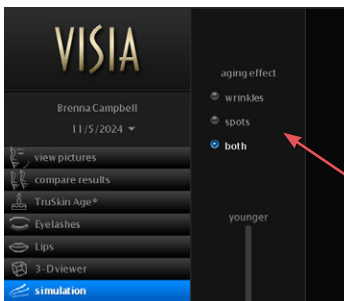
### Left view or right view aging simulation



Click  **simulation** to display the client's Left or Right view image in Simulation mode.

The side view is displayed continuously morphing between **younger** and **older**, simulating a decrease or increase in age of approximately 5–7 years.

- The aging simulation may be manually adjusted in either direction (**younger** or **older**) by clicking and dragging the slider ball up or down, or click the vertical bar to quickly switch between the middle and end positions. (To return to continuous morph between younger and older, click a different View button, then click **simulation** again.)



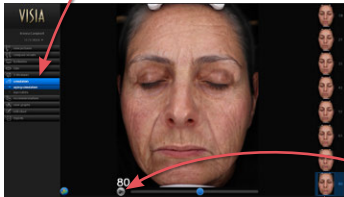
- Click the radio-buttons to view the simulation with **wrinkles**, **spots**, or **both** wrinkles and spots at the same time. Experiment with the views to determine which one is most appropriate for your client and your practice.



## Front view simulation

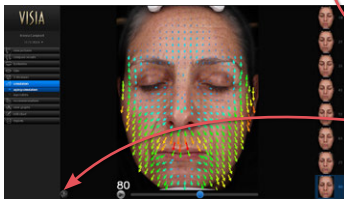
Click  **simulation** to display the client's Front view image in Simulation mode.


### Advanced Aging Simulation

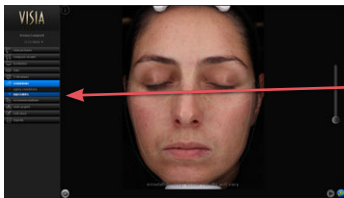
The Front view is displayed continuously morphing between a simulation of your client's appearance at 80 years old and de-aged (if selected in Set Up, [2.1 Session Options](#), otherwise your client's current age).



- Click the  **pause** button to stop continuous morph.
- Click the  **play** button to resume auto-animated morph.

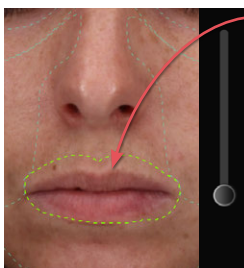


- Click desired thumbnail on the right side of the screen to display simulation for a particular time point.
- Click the  **vector analysis** button to display colored vector arrows showing the direction of movement as the face ages.




### Injectables Simulation

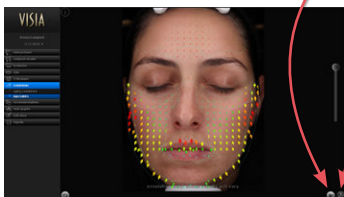
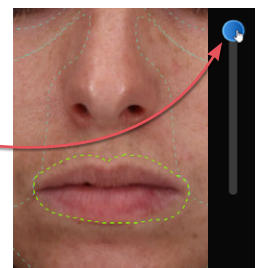
Click **injectables** to simulate the effects of injectables. Green dotted lines automatically delineate the regions of the face. The injectables simulation may be applied to the degree desired for each region.





**1** Click a region of interest on the face to select it. The dotted line changes to a brighter green.

**2** Drag the slider ball up to increase the effect of the injectable, down to decrease.

**3** When all areas have been adjusted click the  **play** button to animate the effects.

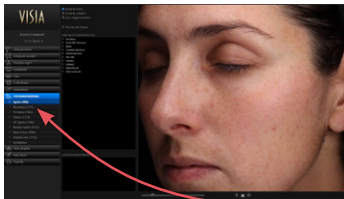


- Click the  **vector analysis** button to display colored vector arrows showing the direction of movement as injectables are applied.
- To reset the simulation for all regions, click  **reset**.

## 4.11 RECOMMENDATIONS

The Product Selector facilitates your recommendations for the specific products and treatments appropriate to skin conditions detected in your client. The products and treatments offered at your location and their attributes are defined during setup.

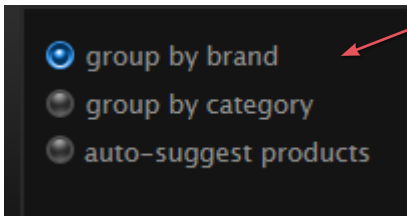
- ✓ If the Canfield Connect Registration has not been completed, no products will appear in the Recommendations screen (see [1.3 Completing the Canfield Connect Registration](#) and [1.4 Configuring the Product Recommendations Library](#)).



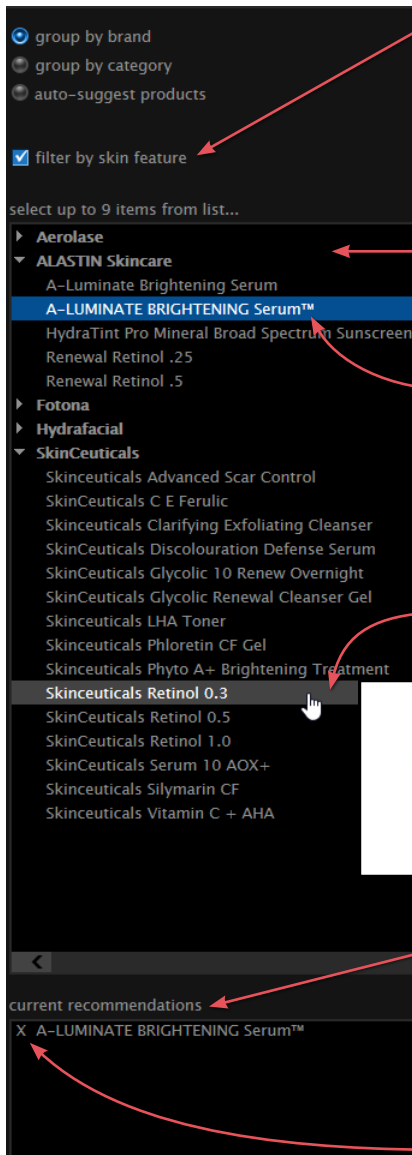
The Recommendations screen displays the Product Selector alongside an image from the current session.

To select a different skin feature click **Spots, Wrinkles, Texture, Pores, UV Spots, Brown Spots, Red Areas, Porphyrins, or Eyelashes** in the navigation column on the far left side of the screen.

**The Product Selector column consists of the following:**



- The first three radio buttons control grouping of products and treatments in the selection pane. Only one method can be selected.
  - Select **group by brand** to organize the products and treatments by brand name with individual products listed under their respective brands.
  - Select **group by category** to organize the products and treatments according to category (such as “Moisturize”) with individual products listed under their respective categories.
  - Select **auto-suggest products** to show only products and treatments VISIA recommends, based on the worst score.



- If **filter by skin feature** is checked, only the products which are designated to treat the selected feature are displayed. (See [1.4 Configuring the Product Recommendations Library](#) to change the default manufacturer-determined product designations.)

- **Selection pane.** Click a product or treatment to recommend it for your client. You may select up to nine products for any one consultation session. Selected recommendations are displayed as white text on a blue background. To deselect a product, click it a second time.

- ✓ The pictures for your selected recommendations will appear on the printed report alongside their corresponding product names and descriptions.

- As you mouse over the name of a product in the Selection or Current Recommendations pane,

its corresponding picture and description (if available) are displayed in a fly-out box.

- The **current recommendations pane** displays selected products and treatments in the order that they were clicked. Items in this list will appear in your client's printed report.

- To delete an item from this list, click the **X** next to the product name.

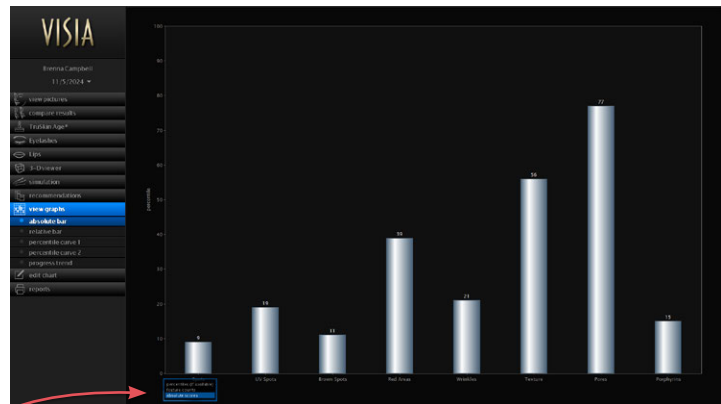
Your selected recommendations are automatically saved in the session record when you leave the Recommendations screen. They may be changed at any time in future sessions or in the current session by returning to the Recommendations screen.

## 4.12 VIEW GRAPHS

The View Graphs screen allows you to view VISIA complexion analysis data in a number of different graphical presentations. Click on the appropriate button to view one of the following graphs.

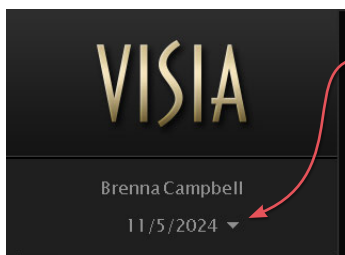
**NOTE:** Percentile scores below 5% are lifted to 5%.

### Absolute bar graph



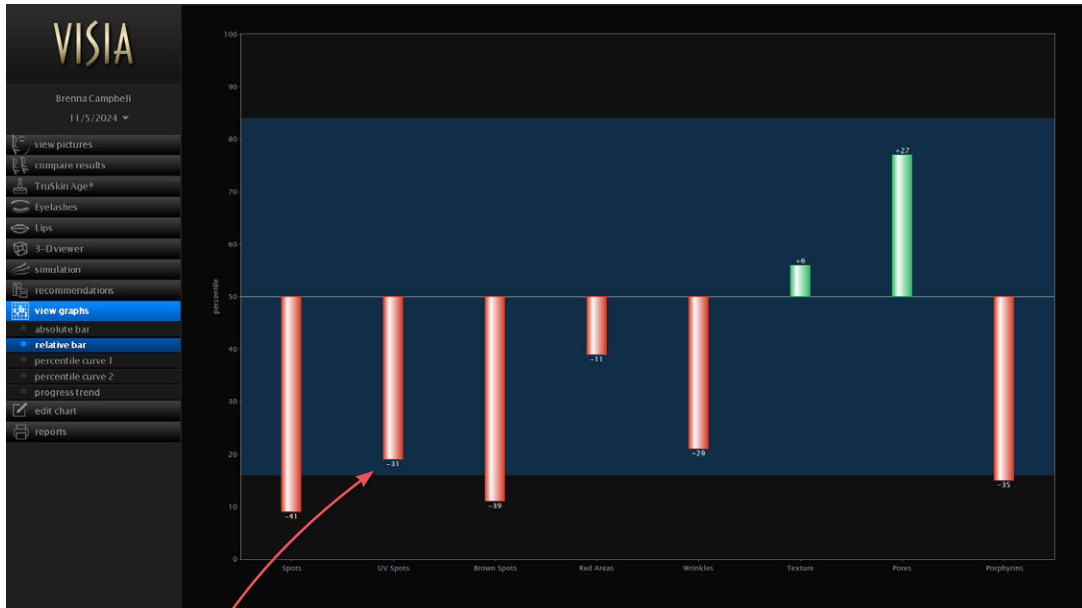
This graphical presentation displays Feature Count, Absolute Score or Percentile data for each skin feature within the selected session and view.

The data shown (percentiles, feature counts, or absolute scores) may be selected from the pop-up menu accessible at the bottom of the screen.



To see a different session or view (if available), click on the session date displayed below the home button (upper left corner of the screen) and select from the drop-down menu.

## Relative bar graph



Regardless of the data display format selected, this graph shows the actual percentile scores of the analysis output 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.)

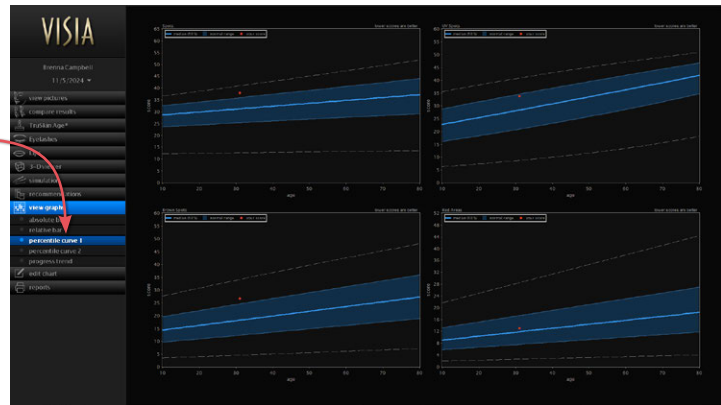
If the client's score is above the median, it is displayed as a green bar, if less than the median, as a red bar. The dark blue area represents the *normal range*: 68% of the client's peer group (i.e., one standard deviation, in statistical terminology).

The number depicted on the bar represents the client's percentile relative to the median. For example, in the graph shown above, the UV Spots bar shows that this client falls in the 19th percentile, which is 31% below the median, but within normal range.

## Percentile curve graph

Click **percentile curve 1** to view graphs for Spots, UV Spots, Brown Spots and Red Areas.

Click **percentile curve 2** to view graphs for Wrinkles, Texture, Pores and Porphyrins.



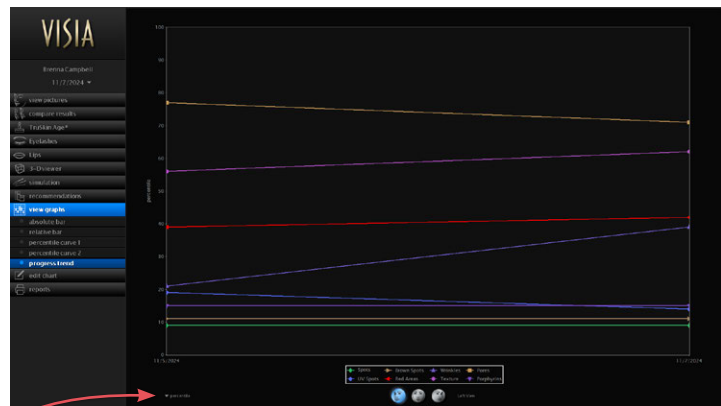
These graphs show the relative effect of aging on a client's score. For example, wrinkles typically increase with age. So while the client's Absolute Score may get worse over time, the Percentile (comparison to those of the same sex, age, and similar skin type) may remain the same.

- The thick light blue 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 lines above and below the median represent 95% of the population (two standard deviations).

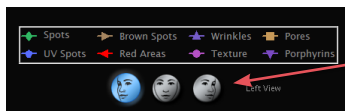
The client's absolute score is represented by a dot.

- 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



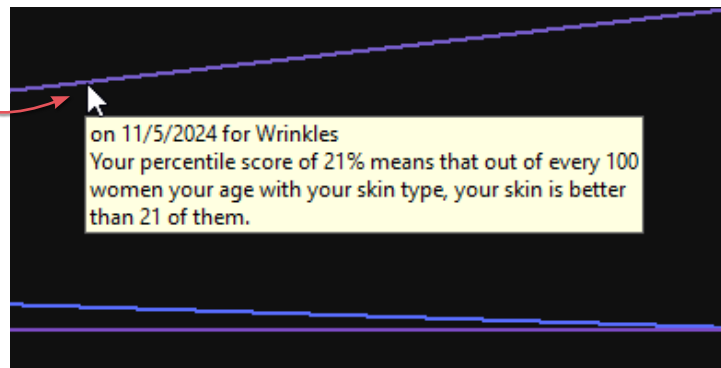
This graph tracks a client's progress over time using the scores from each of their stored sessions. The data may be displayed as Percentiles, Feature Counts, or Absolute Scores. The data display format may be selected from the pop-up menu accessible at the bottom of the screen.



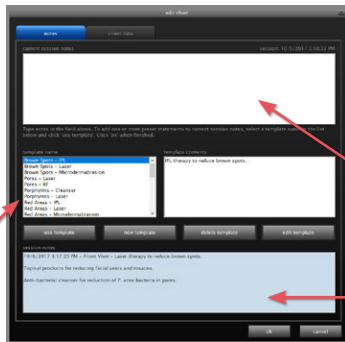
To see a client's progress over time in other views, click one of the buttons at the bottom of the screen (the buttons appear only if other views are available).

## Explanation of data



To read more about specific data in any of the View Graphs screens, place your cursor over the graph and pause briefly without clicking. A detailed explanation of the data will pop up briefly.



### 4.13 SESSION NOTES AND CLIENT DATA



edit chart dialog box (notes tab)

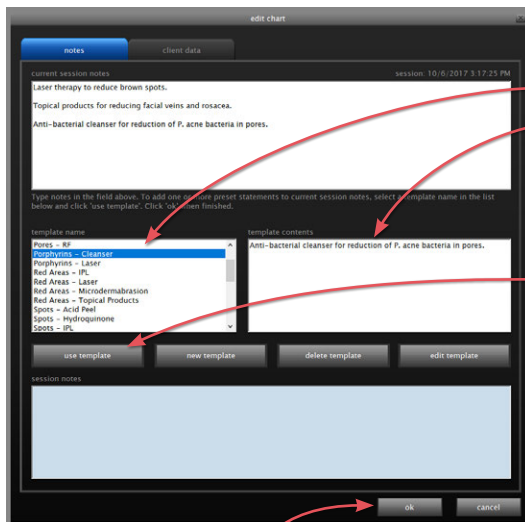
Click  **edit chart** in the navigation bar to open the **notes** tab of the Edit Chart dialog box. You can also access this dialog box from the client session screen by clicking  **edit chart**.

The top third of the **notes** tab displays current session notes, if any. You may add/modify observations and notes to the current session record at any time.

The bottom third of the **notes** tab displays previous session notes. Previously entered notes are displayed for reference only and cannot be edited.

#### Entering notes


The middle third of the **notes** tab contains controls for working with Notes Templates. Templates help you streamline the process of entering session notes.



**1** To view the contents of a Notes Template, click a name in the **template name** list. The contents are displayed in the **template contents** field to the right.

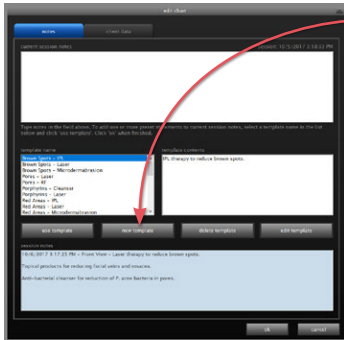
**2** If you wish to add the contents of a template to **current session notes**, select the desired template in the list and click **use template** (or double-click the template name).

**3** Repeat Steps 1-2 as needed to add additional template text to the current session notes.

 If you wish, you may edit the text in the **current session notes** field directly. This allows you to customize the notes to a specific client.

**4** When the text in the **current session notes** field appears as you wish, click **OK** to close the Edit Chart dialog box and save your changes.

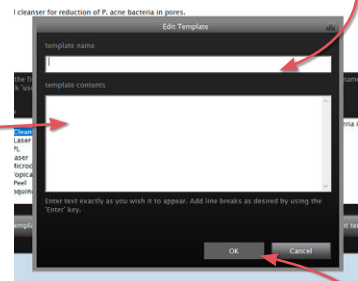
## Creating a notes template



1 Click **new template** in the **notes** tab of the **edit chart** dialog box.

2 Enter a name for the template in the **Name** field. (Templates are sorted alphabetically by name, so you may wish to name your templates in a way that creates logical groupings.)

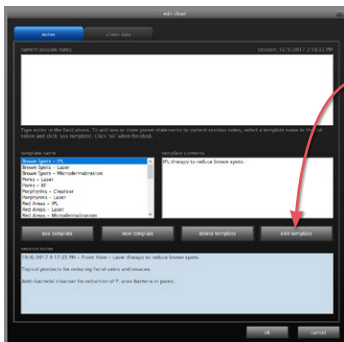
3 Enter the text for the template exactly as you wish it to appear when the template is used to create session notes.



✔ **Note:** If you wish line breaks to be automatically added after the text when the template is used, be sure to add line breaks to the end of the Template Contents by pressing the Enter key.

4 When you are satisfied with the template contents, click **OK**.

## Modifying an existing notes template



1 Click to select the desired template in the list.

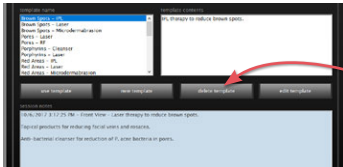
2 Click **edit template**.

3 Make the desired changes to the **Name** and/or **Contents** fields.

4 When you are satisfied with the template contents, click **OK**.



✔ Modifying an existing template only affects future use of that template. Any notes previously created with that template are not affected.

### Deleting a notes template



- 1 Click to select the desired template in the list.
- 2 Click **delete template**.
- 3 At the prompt, confirm that you have selected the correct template and click **yes**.

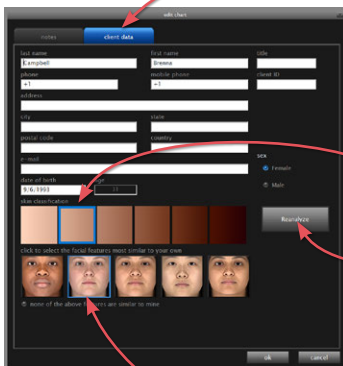
### Editing client data

- 1 Click  **edit chart** in the navigation bar to open the Edit Chart dialog box. You can also access this dialog box from the client session screen by clicking  **edit chart**.

- 2 Click the **client data** tab.


- 3 Enter/edit the client information as needed.

- 4 When you are finished editing client data, click **OK**.



**Skin Classification** The current skin classification is indicated by a blue border on the appropriate skin color swatch. If you need to change this, click inside a different box, then click the **Reanalyze** button next to the color swatches. The reanalysis process will take a few minutes. Note that changing skin classification may also change the scores for the Red and Brown features processed by VISIA's RBX® analysis.

**Facial Feature Selection** The current feature selection is indicated by a blue border. If you need to change this, click inside a different picture, or select the radio button for “none of the above”. Note that changing the facial feature selection may also change the scores for the Red and Brown features processed by VISIA's RBX® analysis as well as the aging simulation.

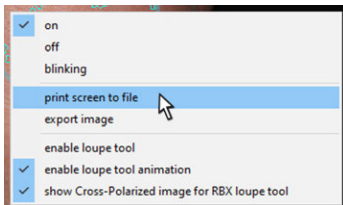
-  **WARNING: If the client record contains analysis data with percentile scores, you should not change the Sex, Date of Birth, Facial Feature, or Skin Classification.**

## 4.14 EXPORTING PICTURES AND GRAPHS

From time to time, you may wish to extract a picture or graph from VISIA for use in another program, such as Microsoft PowerPoint®. You can export a picture or graph by itself or export a complete screen as it appears in VISIA.

### Exporting a full VISIA screen

1 Right-click on a picture or graph in any of the View screens (View Pictures, View Graphs or Compare Results).



2 Select **print screen to file** from the pop-up menu.

3 Browse to the folder where you wish to save the exported image file.

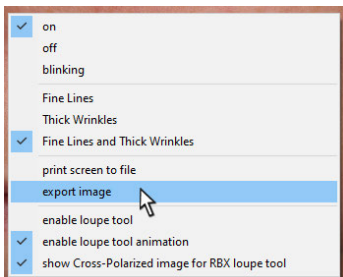
4 Enter a file name.

5 Select a file type: Windows Bitmap (\*.bmp), JPEG (\*.jpg) or Portable Network Graphics (\*.png).

6 Click **save**.

### Exporting a single picture

1 Right-click on a picture in the View Pictures or Compare Results screen.



2 Select **export image** from the pop-up menu.

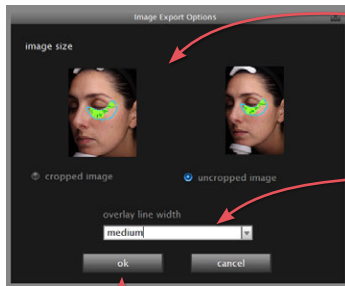
✓ If exporting certain images additional options are available in the pop-up menu, such as Fine Lines only, Thick Wrinkles only, or both Fine Lines and Thick Wrinkles for a Wrinkles image, or display unprocessed/processed for Texture, UV Spots, Brown Spots, Red Areas, or Porphyrins images.

3 Browse to the folder where you wish to save the exported image file.

4 Enter a file name.

5 Select a file type: Windows Bitmap (\*.bmp), JPEG (\*.jpg) or Portable Network Graphics (\*.png).

6 Click **Save**.



7 Select the desired image size (**cropped** or **uncropped**.)

8 If Mask Overlay was set to **on** or **blinking** when Export Image was selected, you will have the option to select one of three line widths for the overlay:

- **thin** – This option is rarely used, but may be selected if the other options produce overlays that are too bold in the final application.
- **medium** – This is the default setting and is suitable for most applications where the image will be viewed on screen or printed out at a fairly large size.
- **thick** – Select this option if the image will ultimately be printed at a relatively small size (for example, when submitting images for publication).

If the Mask Overlay was set to **off** when Export Image was selected, no overlay will appear in the exported image file.

9 Click **OK** to save the image file.

### Exporting a combined picture

When you are viewing pictures in **overview** or **compare results**, you may choose to export all currently displayed pictures to a single image file.

1 Right-click on a picture in **overview** or **compare results**.

2 Select **export composite image** from the pop-up menu.

3 Browse to the folder where you wish to save the exported image file.

- 4 Enter a file name.
- 5 Select a file type: Windows Bitmap (\*.bmp), JPEG (\*.jpg) or Portable Network Graphics (\*.png).
- 6 Click **Save**.
- 7 Select the desired image size (**cropped** or **uncropped**.)
- 8 If Mask Overlay was set to **on** or **blinking** when Export Composite Image was selected, you will have the option to select one of three line widths for the overlay: **thin**, **medium** or **thick**. For **overview** images, you should typically select **thick**. For **compare** images, choose **thick** or **medium**.  
  
If the Mask Overlay was set to **off** when Export Image was selected, no overlay will appear in the exported image file.
- 9 Click **OK** to save the image file.

### Exporting a graph

- 1 Right-click on a graph on any of the View Graphs screens.
- 2 Select **export graph** from the pop-up menu.
- 3 Browse to the folder where you wish to save the exported image file.
- 4 Enter a file name.
- 5 Select a file type: Windows Bitmap (\*.bmp), JPEG (\*.jpg) or Portable Network Graphics (\*.png).
- 6 Click **Save**.

## CHAPTER 5

# Creating Personalized Reports

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## 5.1 PRINT REPORT OVERVIEW

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VISIA offers a variety of customizable report templates which may include your client's image in one or multiple lighting modes, analysis results, the products and treatments that you recommended, and/or your consultation notes. Your practice information (see [2.3 Editing the Print Report Header](#)), client's name, and session date also appear on the printed reports.

When you select a report template from the Print screen, VISIA automatically flows your selected recommendations and session notes into the template and generates 1 to 3 pages of output (depending on the quantity of notes and recommendations).

The following pages show an overview of the 12 print report templates. The samples show how each report (except eyelashes) would appear with 3 recommendations and no session notes. The text with each sample describes which elements are available in the template. The actual layout will differ to accommodate your selected recommendations and session notes.

**Before-and-After (Cropped)**



Two selectable images cropped to analysis area, along with personalized recommendations and/or session notes.

**Before-and-After (Full Face)**



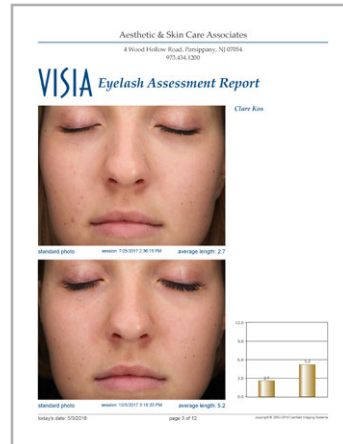
Two selectable full face images, along with personalized recommendations and/or session notes, printed landscape mode.

**Eyelashes**



A selectable image with overall grade, average length and volume shown graphically and numerically. The data display format selection does not affect this report.

**Eyelashes Before-and-After**



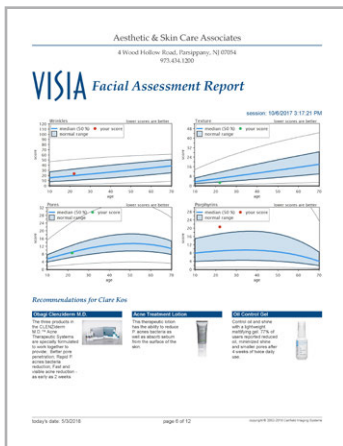
Two selectable images with the average eyelash length for each shown numerically and in a bar graph. The data display format selection does not affect this report.

**Graph with Selected Photo**



Any one graph with any one photo along with personalized recommendations and/or session notes.

**Graphical Overview of Analysis Results**



Any one graph along with personalized recommendations and/or session notes.

**Overview with Thumbnail Photos (Cropped)**



All eight skin features cropped to analysis area with selectable data display (percentiles, feature counts or absolute scores), along with personalized recommendations and/or session notes and overview of how to interpret the results.

**Overview with Thumbnail Photos (Full Face)**



All eight skin features with selectable data display (percentiles, feature counts or absolute scores), along with personalized recommendations and/or session notes, printed landscape mode.

### Progress Trends



Line graph with selectable data display (percentiles, feature counts or absolute scores) showing trends over time for all eight skin features, along with two selectable photos and personalized recommendations and/or session notes.

### Standard-Red-Brown



Three pre-selected images (Standard, Red and Brown), along with personalized recommendations and/or session notes, printed landscape mode.

### Recommendations with Selected Photo



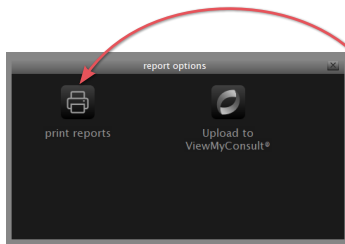
Large selectable photo with selectable data display (percentiles, feature counts or absolute scores) for a tabular summary of analysis results, overview of how to interpret the results, personalized recommendations and/or session notes.


### TruSkin Age



Shows all eight features detected by VISIA and scores for each with selectable data format. Includes the client's actual age and TruSkin Age as calculated by VISIA.



## 5.2 CREATING PRINTED REPORTS

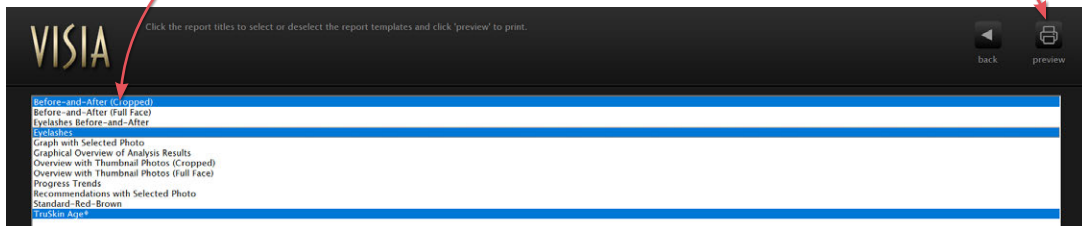


1 From any of the View screens click  **reports**.

2 If the **report options** dialog appears, click  **print reports**.

- If only one report template was selected in Report Options at set up (see [2.2 Report Options](#)), 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 Report Options at set up, a list of the available report templates is displayed.

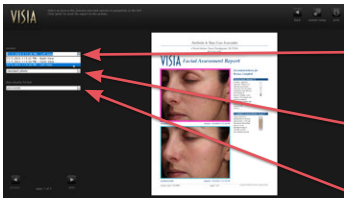
- The last print report template used is highlighted. To print again in that format, click  **print** or **preview**, or select a different template and click  **print** or **preview**.



- To select more than one template, press the **Control** or **Shift** keys (on your keyboard) and 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).

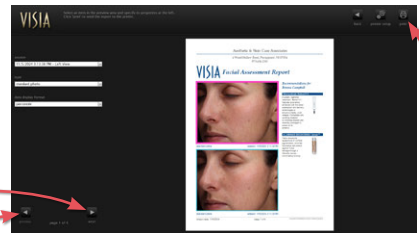


**3** If Print Preview was enabled at set up, you will see the Print Preview screen, showing a preview of the selected template. Selectable images and graphs are surrounded by a green box. The active image or graph is highlighted with a thicker pink box. *Optional:* Click on a selectable (green) image or graph to make it active (pink) so that you can change it by making selections from the drop-down menus on the left.



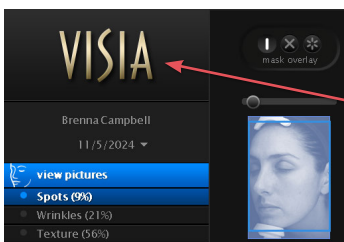
- Select the desired session and view from the **session** drop-down menu.
- Select the type of image or graph from the **type** drop-down menu.
- Select **percentile**, **feature count** or **score** from the **data display format** drop down menu.

**4** Navigate between previews of additional templates (if selected) and/or the pages of multi-page reports by clicking **▶ next** or **◀ previous**.



**5** (*Optional*) To change the printer, printer properties, or select multiple copies, click **⚙️ printer setup**, make your selections, then click **OK**.

**6** Click **🖨️ print** to print the report(s).





**7** When printing is complete, the previous View screen is displayed.

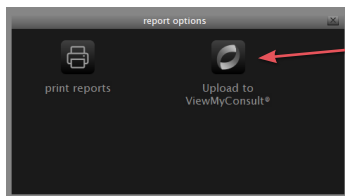
You may click the **home** button (VISIA logo) in the upper left corner of the screen to end the session and return to the Home screen, or click any of the other navigation buttons to continue the session.


### 5.3 UPLOADING CONTENT TO ViewMyConsult®

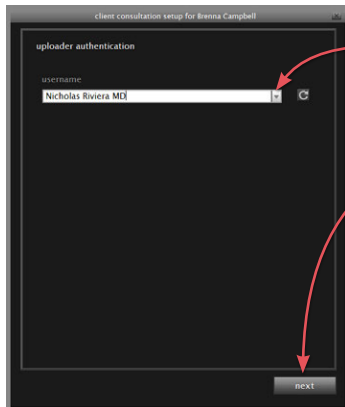
(Contact your sales representative for availability of ViewMyConsult in your region.)

If you are a subscriber to the ViewMyConsult patient portal, the  **reports** button offers the option of uploading the current consultation. This will automatically send an email to your client with a password and instructions for accessing their consultation on the ViewMyConsult.com website.

1 From any of the View screens click  **reports**.

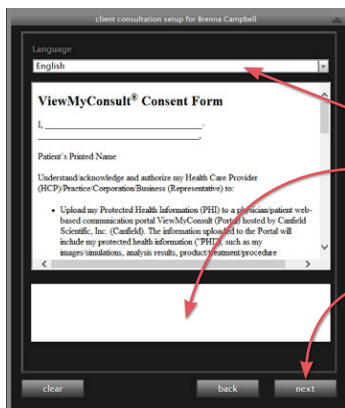


2 Click  **Upload to ViewMyConsult®** in the report options dialog.



3 Select the name of the staff member performing the **upload** from the dropdown menu, then click **next**.

**Note:** If “Upload Authentication” has been enabled for this office, the uploader will be prompted for their password to continue.



4 The ViewMyConsult Consent Form is displayed (see [5.4 Managing Consent](#)).

5 Change language, if needed.

6 Ask your client to read and then sign the form using a touch screen, mouse or other external graphic input device.

7 Click next.

client consultation setup for Breenna Campbell

Language  
English

o This is a Consent for additional use of your personal data. Please check if you agree to the following uses of your Personal Data.

o Provider will have the right to use my Personal Data anonymously in its aggregated form for statistical analysis purposes.

- YES
- NO

o Representative may use my Personal Data as market research in the fields of medicine, health care, fitness, cosmetology, and beauty care.

- YES
- NO

back next

**8** *European Union (EU) practices only:* An additional opt-in screen is displayed for EU (GDPR) compliance. Review settings and then click **next**.

client consultation setup for Breenna Campbell

client details

consultation by  
Nicholas Rivera MD

client e-mail  
Breenna.Campbell@gmail.com

confirm e-mail  
Breenna.Campbell@gmail.com

client phone number  
51

confirm phone number  
51

back upload

**9** Select the name of the staff member performing **the consultation** from the dropdown menu.

**10** Enter and confirm the client's e-mail address.

**Note:** If an e-mail address has been entered in the VISIA client chart, it is displayed in the **client e-mail** field. Verify that the address is current.

*Optional:* Enter and confirm the client's phone number.

**11** Click **upload**.

client consultation setup for Breenna Campbell

client details


consultation by  
Nicholas Rivera MD


The consultation has been submitted for upload to ViewMyConsult.  
The client will be notified by e-mail when it is ready for viewing.  
(code: 612)

ok

back upload

**12** When the upload confirmation is displayed, click **OK** to close the box and return to the View screen.

**Note:** If you wish to monitor the upload, click  **service manager** on the VISIA home screen. This utility provides detailed information on previous uploads, portal status and connection. It also includes information for use by your IT professional or Canfield Technical Support in the event there are any upload problems.

The  **service manager** icon will display red if an upload did not complete successfully. Should this occur, click on the icon to view portal status and messages. Be sure there are green check marks under "Portal Connection" and in the VISIA application section. Then click "resend" to re-submit the consultation for upload.

## 5.4 MANAGING CONSENT

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VISIA 8.1 and later offers software functionality that complies with the General Data Protection Regulation (GDPR) 2016/679.

Additional consent is required for clients who are being imaged in the European Union in order for their personal data to be uploaded to ViewMyConsult.

Clients are authorized to revoke and change their consent options by logging onto the ViewMyConsult portal.

**CHAPTER 6****Troubleshooting**

<b>Problem</b>	<b>Potential Solution</b>
The booth interior does not light up when booth power is turned on.	<ul style="list-style-type: none"><li>• First verify that the VISIA booth is on.</li><li>• If the problem persists, contact Canfield Technical Support: 1.800.815.4330.</li></ul>
The camera does not take a picture.	<ul style="list-style-type: none"><li>• Contact Canfield Technical Support: 1.800.815.4330.</li></ul>
One or more flashes do not fire.	<ul style="list-style-type: none"><li>• Contact Canfield Technical Support: 1.800.815.4330.</li></ul>
The filter wheel is stuck.	<ul style="list-style-type: none"><li>• Contact Canfield Technical Support: 1.800.815.4330.</li></ul>
VISIA software appears to have locked up.	<ul style="list-style-type: none"><li>• Processing of images and analyzing data can be lengthy operations. Be sure you allow a reasonable amount of time (up to one minute) for completion.</li><li>• Once at least 60 seconds 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.</li><li>• If the system remains unresponsive:<ol style="list-style-type: none"><li><b>1</b> Turn off the VISIA imaging booth.</li><li><b>2</b> Restart the computer.</li><li><b>3</b> Turn the booth on.</li><li><b>4</b> Restart the VISIA software.</li></ol></li></ul>

Problem	Potential Solution
<p>System message: “The imaging booth could not be located” with options to retry, continue, or exit.</p>	<ul style="list-style-type: none"> <li>• Verify that the booth is turned on and the serial cable is connected to a built in serial port or certified Canfield serial port adapter.</li> <li>• If the problem persists, verify that Windows is properly seeing the serial port connection:               <ol style="list-style-type: none"> <li><b>1</b> Right-click on My Computer (usually from Windows <b>Start</b> menu).</li> <li><b>2</b> Select <b>Manage</b></li> <li><b>3</b> Select <b>Device Manager</b> (under Computer Management)</li> <li><b>4</b> Open <b>Ports</b></li> <li><b>5</b> Verify that <b>Communications Port</b> is visible.</li> </ol> </li> <li>• If the problem persists, contact Canfield Technical Support: 1.800.815.4330.</li> </ul>
<p>System message: “Camera not found: Is the USB cable connected?”</p>	<ul style="list-style-type: none"> <li>• Exit and restart the VISIA software. If this doesn’t solve the problem then:</li> <li>• Unplug and reconnect the USB cable (at either the booth or computer end—whichever is more accessible.)</li> <li>• Turn the booth power off and on again.</li> <li>• Restart the VISIA software.</li> <li>• If the problem persists, contact Canfield Technical Support: 1.800.815.4330.</li> </ul>
<p>System message: “The camera has been disconnected from the computer. Please make sure the booth is turned on and connected to the computer.”</p>	<ul style="list-style-type: none"> <li>• Plug the USB cable from the VISIA booth into a different USB port on your computer, then restart the booth and computer.</li> <li>• If the problem persists, contact Canfield Technical Support: 1.800.815.4330.</li> </ul>
<p>VISIA failed to analyze the client images (i.e., “Failed to analyze” error, or analysis data is not displayed as expected).</p>	<ul style="list-style-type: none"> <li>• Restart VISIA and retake the client session immediately.</li> <li>• If the problem persists, contact Canfield Technical Support: 1.800.815.4330.</li> </ul>

## CHAPTER 7

# Maintenance

### 7.1 CLEANING THE VISIA IMAGING BOOTH

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The exterior surface of the VISIA 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 VISIA 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 flash filters (dark glass filters in front of the flashes) located inside the VISIA 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.

## 7.2 REPLACING THE CHIN CUP

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The chin cup is held in place by several strong magnets. To remove the chin cup, simply lift upward until it is free of the booth. Replace it by positioning it in the appropriate position and allow the magnets to take hold.

## 7.3 REPLACING THE EQUIPMENT BOX

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If Canfield Technical Support diagnoses a failure in the VISIA 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 two 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 can cause bodily injury. DO NOT open the equipment box.**

### Removing the equipment box



**Use only the screwdrivers supplied with equipment box. DO NOT use power tools for removal or installation.**



### Power off

- 1 **Turn off** the VISIA imaging booth and shut down the connected computer.
- 2 **Unplug** the AC power and USB cords.
- 3 **Ensure** that the booth locking pin is ***not*** in place.

### Remove diffuser



- 1 **Locate** the two small diffuser attachment screws.

- 2 **Remove** both screws. The diffuser should drop slightly.



- 3 **Slide the diffuser** forward, clear of the headrest and away from the booth. Place the diffuser on a clean flat surface.

- ✓ Keep the diffuser and its screws in a safe place; you will need them to complete the new equipment box installation.

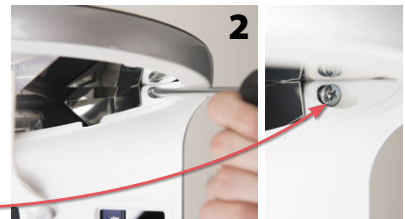
### Loosen screws behind diffuser



- 1 **Locate** the two large Phillips-head screws near the top of the booth behind the diffuser area.

- 2 **Loosen** the screws until they are fully unthreaded.

- ✓ Leave screws loose but attached to booth for easier reassembly.



**Remove the outer housing**

**1 Locate** the two Phillips-head screws on the rear of the booth, one in each hand grip recess.

**2 Loosen** the screws until they are fully unthreaded.

✔ Leave screws loose but attached to booth for easier reassembly.

**3 Slide** the black housing straight back, away from the booth frame. Place the housing on a clean flat surface.

**Remove the equipment box**

**1 Locate** the two Phillips-head screws that are securing the equipment box to the VISIA booth frame.

**2 Remove** both screws.

**3 Slide** the equipment box straight back, away from the booth frame.

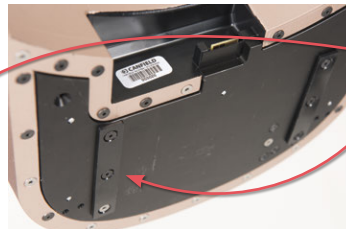
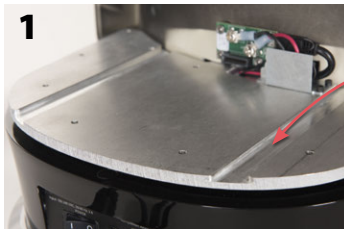
✔ Keep screws in a safe place; you will need them to attach the new equipment box.



## Installing the new equipment box

**Remove the replacement unit from its carton** and pack the faulty equipment box into the custom carton that contained the replacement unit.

### Attach the new equipment box



**1 Note** the alignment tracks on the base of the VISIA frame and the bottom of the equipment box.



**2** Matching the tracks, gently **slide the new equipment box** into position on the VISIA booth frame.

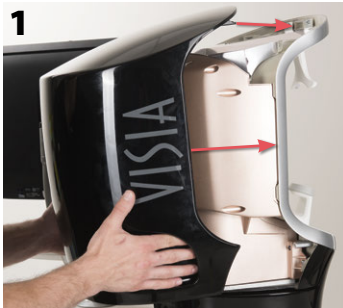


**3** While grasping the front of the booth near the screw holes, **push the equipment box** with your thumbs to make sure it is firmly in place against the booth frame.

**4 Insert the Phillips-head screws** (previously removed from the faulty equipment box) and tighten to secure the equipment box to the VISIA booth frame.



✓ You cannot test the new box at this point. There is an interlock switch that does not allow the equipment box to power on until the outer housing is in place.

**Attach the outer housing**

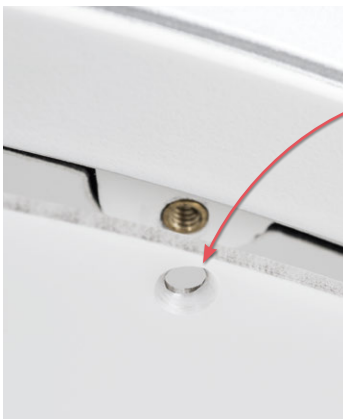
**1 Slide** the black housing into position over the equipment box, making sure the tab at top slides into its matching recess on the frame.

**2 Tighten housing screws only half way.** Ensure both Phillips-head screws go through the black housing and thread through the VISIA booth frame. You may need to slightly shift the housing to achieve the proper alignment.

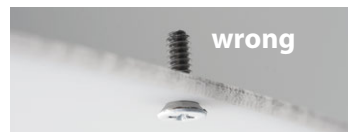
**Tighten the screws behind diffuser**

**1 Tighten** the two Phillips-head screws near the top of the booth, behind the diffuser area.

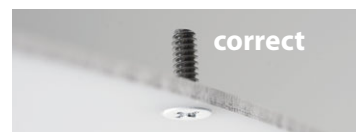
**2 Finish tightening the housing screws** in the hand grip recesses on the rear of the booth.

**Attach the diffuser**

✔ One side of the diffuser is completely flat around the screw holes and the other side has a subtle recess for the screw head. The flat side should be up, so that when the screws are tightened from below, they are flush with the diffuser.



*The screw head sticks out if inserted into the flat (wrong) side of the diffuser.*



*The screw head is flush with the diffuser when installed correctly.*



**1 Slide the diffuser into position**, making sure the tabs slide into their matching recesses on the frame.



**2 Insert and tighten** each of the two diffuser attachment screws.



*Installation is complete*

**1 Plug in** the AC power and USB cords.

**2 Turn on** the VISIA imaging booth and its connected computer.

**3 Pack the faulty equipment box** into the carton that contained the replacement unit, and seal up the box with packaging tape.

**4 Affix the enclosed pre-paid return shipping label** on the outside of the carton covering the existing shipping label.

**5 Arrange for pick up.** Check the carrier listed on the return air bill. If you have a routine shipment pick-up and drop-off from this carrier, you may hand the package off to the driver. Otherwise, call Canfield Customer Service at 1-800-815-4330 (USA) or +1-973-434-1201 to arrange a pickup of the faulty equipment box.

**IMPORTANT:** Return the faulty equipment box **within 5 business days** of receiving the replacement unit. Thank you.

## APPENDIX A

# Frequently Asked Questions

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### A.1 What factors influence the results of the imaging session?

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A number of factors contribute to the actual scores generated by the VISIA complexion analysis algorithms, including the condition of the skin (cleaned vs. fresh make-up, old make-up, time-of-day), head registration (position) within the booth, facial expression (particularly for wrinkles), stray hair, glare areas resulting from oily skin, etc.

Percentile scores were generated for subjects whose skin was cleaned just prior to their imaging session. Results may vary if make-up is *NOT* removed prior to a client's VISIA session. [See 3.5 Improving Quality and Reproducibility of Captured Images.](#)

### A.2 What is the definition for each of the three types of skin conditions? How does VISIA use this information?

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**Clean** is defined as skin that has been recently cleansed of all make-up or skin conditioners.

**Fresh Make-up** is defined as make-up recently applied—roughly within the past hour.

**Other** covers all other cases.

The skin condition selected does not alter the image capture or analysis process. Skin Condition is recorded in the client's record for each session and allows scores to be properly interpreted if images were captured

under different conditions session-to-session (i.e., one time with clean skin, the next time with make-up). Also, images that are “clean” can be considered valid input to further build the database.

### A.3 Which data display format is best for our practice to use?

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VISIA offers the flexibility of three data display formats to suit the needs and preferences of your practice.

**Percentiles** provide a context to evaluate a client’s complexion analysis results by presenting a comparison of the individual’s Absolute Scores to those of people with the same sex, age, and skin type. Percentiles are useful in providing a baseline assessment of the overall condition of the client’s complexion. Percentile scoring was developed using a database of several hundred thousand individuals, and allows patients to understand how their complexion ranks compared to others in their peer group.

**Feature Counts** provide a count of the number of discrete instances of the feature being evaluated, without regard to the size or intensity of each instance. Feature Counts can be used to track treatment progress when a reduction in the number of discrete instances of a particular feature is desired.

**Absolute Scores** provide a comprehensive measurement of the impact that the feature has on the client’s complexion. Absolute Scores factor in the total size and area as well as intensity of detected instances of the feature being analyzed. Absolute Scores can be used to track treatment progress when the size and intensity of instances of a feature are the most relevant indicators of treatment effectiveness.

#### **A.4 WHAT CLINICAL METHODS WERE USED TO VALIDATE VISIA?**

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The complexion analysis software used in VISIA was developed initially by Procter & Gamble in the late 1990s as an analytical tool for their research and development programs. Since 1998, the complexion analysis software has undergone extensive lab and field-testing. P&G licensed the technology exclusively to Canfield in 2001, and since then Canfield has made significant investments to continuously improve and expand its application. The VISIA complexion analysis algorithms themselves are supported by an extensive set of research papers describing the analysis techniques and results across various skin types.

#### **A.5 What is the wavelength used for the UV photography?**

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The wavelength used by the UV flashes is 365 nm (peak).

#### **A.6 Why isn't the porphyrin count reduced after cleansing?**

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There are several reasons why the porphyrin count for a particular client may not be reduced, or may even increase, after cleansing her skin. Some types of paper used to dry the face after cleaning have a high content of lint particles. Lint will actually fluoresce under UV light. In some situations, the true porphyrin fluorescence of an initial image could be quenched by something that the subject had on her face and then, after removal of this interfering agent, a higher level of fluorescence could be observed. Cleansing the skin with a normal everyday facial cleanser is probably not going to change the true number of pores that show porphyrin fluorescence. It has been reported that washing with a cleanser containing benzoyl peroxide will, over time, reduce the number of pores. Using strips or other devices to physically remove the contents of the pores will help to reduce the fluorescence as well.

## A.7 Is there correlation between porphyrins and sun damage?

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According to Greg Hillebrand, Ph.D., a recognized subject matter expert at P&G on the subject, there may be a real correlation between the amount of porphyrins and skin aging as described in the following technical excerpt that offers the best understanding we have today on the matter:

In pilosebaceous follicles, porphyrins are produced by propionibacterium acnes (*P. acnes*) that are normal inhabitants of the human skin and the pilosebaceous ducts. Porphyrins are highly fluorescent pores containing *P. acnes* and the associated porphyrins appear red-orange when facial skin is illuminated with long wavelength UVA radiation. The intensity of the follicular fluorescence and its extent of facial involvement is known to be proportional to the density of *P. acnes*. Porphyrin fluorescence appears first on the nose and chin, and then increases in incidence through adulthood and declines after the age of 50, possibly reflecting the rate of sebum secretion. Porphyrins may also have cytotoxic and comedogenic potential. With exposure to the sun, porphyrins can release singlet oxygen that in turn can oxidize lipids (lipid peroxidation) in the skin yielding irritating and cytotoxic lipid peroxides that can cause skin damage. Thus, the presence of porphyrins in the follicular pores may enhance or accelerate hyperpigmentation, wrinkling and other signs of photo-aging by sun exposure.

## APPENDIX B

# Data Back-up




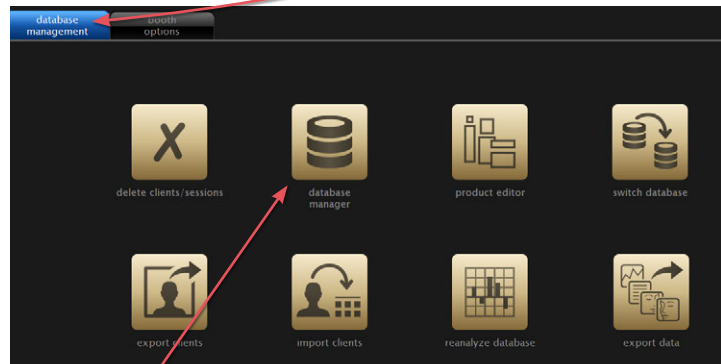
**IMPORTANT: Failure to properly back up your digital images and client records subjects you to potential loss of data. Canfield Scientific accepts no responsibility or liability for lost or damaged data.**

**Canfield recommends you consult a qualified IT professional to assist you in developing a back-up plan. An IT professional should install and configure the necessary equipment and software, and train the staff member designated to perform back-ups.**

Canfield's VISIA software is a highly reliable program that will function predictably under ordinary circumstances. However, problems may occur as a result of power surges, disk failure, viruses or other damaging events that could render your database inaccessible or unstable. For this reason, it is essential that you regularly create back-up copies of your data and images so that you can restore the database if you experience a problem.

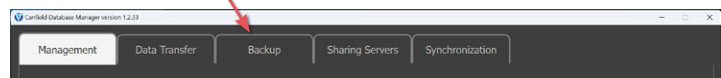
## Use VISIA Database Manager to create a backup copy of the VISIA database on your local drive.

- 1 Click the  **settings** button at the bottom of the VISIA Home screen, then click the **database management** tab.

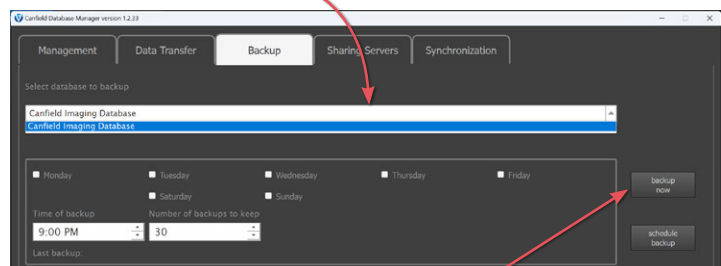


- 2 Click  **database manager** to open the Database Manager dialog box.

- 3 Click the **Backup** tab.



- 4 Select desired database to backup from the dropdown menu.

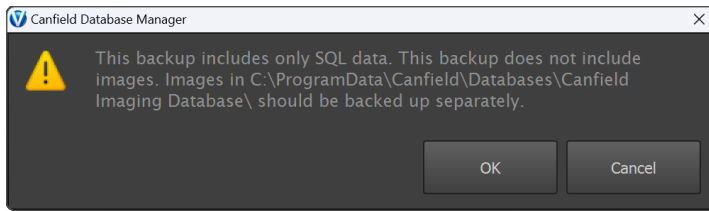


- 5 Click the **backup now** button.

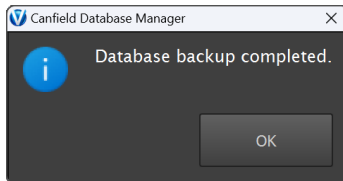
- 6 Browse to the folder where you wish to save the VISIA database back up and click **Select Folder**.

*Recommended database backup location:*

**C:\ProgramData\Canfield\Databases\Backup\**

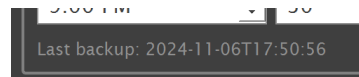


**7** A pop-up box warns that this backup includes only SQL data, not images, and provides the path to the location of image files. Click **OK**.



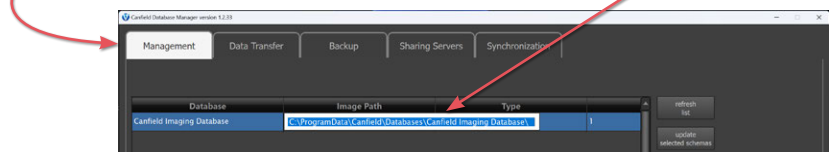
**8** Click **OK** in the “Database backup completed” pop-up.

Last backup date and time is updated in the **Backup** tab.



**IMPORTANT: Image files are crucial for complete backup. The back up process is not complete until the database backup *and* image files have been copied to external backup storage. Make sure the image files are copied in addition to the database backup.**

**9** Click the **Management** tab and note the path to the location of image files



### Default image files location:

C:\ProgramData\Canfield\Databases\CanfieldImagingDatabase\

**10** **Copy the image files** to desired backup location. Include the directories and all associated subdirectories.

## APPENDIX C

# Requirements and Specifications

## C.1 COMPUTER SYSTEM REQUIREMENTS

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### Workstation

- 16 GB RAM
- Intel i5 or AMD equivalent processor required, 2.2 GHz or faster. *ARM-based PC processors are not supported.*
- Minimum 10 GB available disk space for installing application
- 250 GB available disk space recommended for data
- Monitor: 1280 × 900 (4K monitors supported at maximum 150% magnification)
- USB Ports: 2 dedicated ports (USB 2.0)
- 1 Gbps wired LAN connectivity (Wi-Fi not supported)
- Windows 10 or 11 (Professional 64 Bit) –

#### **Recommended**

**NOTE:** Windows Home Edition and Windows VISTA are **NOT SUPPORTED**.

**VISIA iPad app**

- Minimum support of 802.11n or later protocol by the intra-office Wi-Fi router
- Requires iPad capable of running the current version of iOS

**SQL server**

- Windows Server 2019 64-bit and 2022 64-bit
- Microsoft SQL Server 2017 and 2019 (Express edition is installed by default)
- 2 GHz or faster processor, Intel i5
- 16 GB RAM (or higher)
- 1 Gbps wired LAN connectivity (Wi-Fi not supported)
- 300 GB HD, 7200 rpm minimum
- RAID 1 – NOT SUPPORTED
- Space required dependent upon patient volume and camera used/settings
- Regularly scheduled backups are highly recommended

**C.2 SPECIFICATIONS**

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**Mains Input Range** 100 to 240 VAC, 50 to 60 Hz, 3 A

**Mains Input (Korea)** 110 VAC, 60 Hz, 3 A  
220 VAC, 60 Hz, 3 A

**Communication Ports**  USB

**Environment** 60° to 83° F (15° to 28° C) at 20 to 80% RH (Relative Humidity)

**APPENDIX D****Support Information****Technical support**

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

The following components are replaceable and may be ordered directly from Canfield Scientific, Inc. by calling Technical Support:

- Chin cup
- Headrest cushions

**Warranty/repair**

A one-year warranty is provided on VISIA booth parts. 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 provided 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 Scientific, Inc.  
4 Wood Hollow Road  
Parsippany, NJ 07054 USA