



User Guide

software version 7.0

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IMAGING EXCELLENCE FROM



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REVEAL IMAGER USER GUIDE

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Patent: <http://www.canfieldsci.com/patents>

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REVEAL IMAGER LIMITED ONE-YEAR WARRANTY

Coverage:

A one-year warranty is provided by Canfield Scientific, Inc. ("Canfield") on Reveal Imager parts. (For warranty information on the Reveal software, please refer to the Software License Agreement in the Reveal User Guide.) During the one year period beginning on the date of delivery, Canfield warrants that the Reveal Imager 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 Reveal Imager's electronics and optics are housed within a modular pod. The cost of shipping this pod 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, Reveal Imager'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 flash lamps, 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.

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. A replacement pod 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 REVEAL IMAGER

One year of Canfield Care is included with your new Reveal Imager purchase. The initial Canfield Care agreement provides a warranty on the Reveal Imager, phone access to technical support¹, 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 Reveal Imager parts. All coverage and exclusion details for this extended warranty are the same as those described in the Reveal Limited One-Year Warranty. In addition, the user continues to receive software upgrades and have phone access to technical support¹ 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 Reveal Service Agreement (initial or extended). Once a Canfield Care Agreement has expired, Reveal Imager repair, technical support, and software upgrades may still be obtained with individual service charges as noted below²⁻⁴.

To enter into an Extended Canfield Care Service Agreement, please contact Canfield by e-mail at 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).

Notes:

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

²Out-of-warranty repairs to the Reveal Imager: 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 to Canfield 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.

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

⁴All pricing subject to change without notice.

SAFETY AND TECHNICAL INFORMATION

DESCRIPTION OF MARKS



CAUTION and/or **WARNING** — Please read the [safety precautions](#) to ensure safe use of this equipment.



HIGH VOLTAGE — High Voltages are present.



USB Port



Recommendations and tips for optimum product use.

TECHNICAL DESCRIPTION

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

This device complies with the following Standards:

- IEC 60950-1:2001 (1st Edition) and/or EN 60950-1:2001
- IEC 60950-1:2005 (2nd Edition) and/or EN 60950-1:2006
- EN55022:1998 + A1:2000
- EN55024:1998



ETL Listed:

Facial Imaging Device with respect to the Standard for Safety for Information Technology Equipment Safety Part 1: General Requirements – ANSI/UL 60950-1, Ed. 1, Rev. 07/2006 and C22.2 No. 60950-1, 2003.



Worldwide (CE):

This device complies with the requirements of the Low Voltage Directive 73/23/EEC amended by 93/68/EEC, and the EMC Directive 89/336/EEC.



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.

Industry Canada:

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

SAFETY PRECAUTIONS



Before you begin operating the Reveal Imager, carefully read the Operating Instructions for this device and any relevant accessory equipment.



Be sure clients close their eyes before taking photographs.



To prevent electrical shock, use only the power supply and cable supplied with your system by Canfield Scientific, Inc..



Connect equipment only to properly grounded electrical receptacles.

Safety and Technical Information



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.



Operate the system only with original and/or manufacturer authorized parts.



Do not attempt to clean the Reveal Imager 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.



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 Reveal Imager, be sure that all cables have been disconnected.



Do not place food or liquid on the Reveal Imager. If the Reveal Imager gets wet, contact Technical Support.



If smoke or excessive heat is detected, turn the equipment off, unplug the power cord, and contact Technical Support.

CHAPTER 1

Software Installation and System Set-up

1.1 INSTALLING REVEAL SOFTWARE ON A STAND-ALONE COMPUTER

Note: If you purchased the computer together with the Reveal Imager from Canfield, you can skip this section.

Follow these software installation instructions if you are using a computer that was *not* supplied by Canfield Scientific, Inc. together with the Reveal Imager.


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


Note: DO NOT connect the Reveal Imager to the computer before the software is installed.


Software installation

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

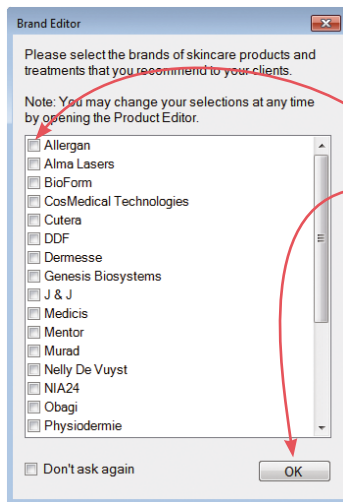
- 1 Run Windows Update to ensure that your operating system is up to date. If updates have not been performed regularly, this may take several hours.
- 2 Log on to the computer with a user account that has local administrative access privileges.
- 3 Close any programs that may be running on the computer.
- 4 Temporarily disable any anti-virus software.

- 5 Insert the installer flash drive into an available USB port on the PC.
- 6 Open the Windows Start Menu, then click “Computer” to see connected drives.
- 7 Double click “CANFIELD SW” to open the flash drive.
- 8 Double click “Start”.
- 9 Click to select desired software installation, then click “Install”.
- 10 When the InstallShield welcome screen appears, click **Next** to proceed with installation.
- 11 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.
- 12 On the “Select Features” screen, un-check any features you do not want installed at this time. If the “ViewMyConsult” or “Apple iPad” features are selected the  **web & mobile status** icon will be installed on the Reveal home screen.
- 13 Click **Next** to install the Reveal program files to the default location. If you wish to change the install location, you may do so from this screen.
- 14 A confirmation screen appears. If you wish to review or change any settings, click **Back**. If you are satisfied with the settings, click **Install** to begin copying the program files to the computer’s hard drive.
- 15 When prompted that installation is complete, click **Finish**. (Note: If prompted to do so, you should choose to restart the computer.)
- 16 If you have installed the “ViewMyConsult” or “Apple iPad” features, these will need to be activated by Canfield. For more information, contact your Canfield representative at 973-434-1201 or Admin@ViewMyConsult.com.

17 When you have confirmed that activation is complete, click the  **web & mobile status** icon on the home screen. From the Canfield Services Status Utility window, select “Settings” and then click “Synchronize”. When the synchronization is complete, close the Synchronization Status and Canfield Settings windows. Under “Portal Status” you should now see green check marks under “Portal Connection” and on the line for the “Facial Imager” application. Close the Canfield Services Status Utility window.

 **NOTE:** *If you wish to install Reveal software on a network, see [Appendix B](#).*

1.2 CONFIGURING THE PRODUCT RECOMMENDATIONS LIBRARY



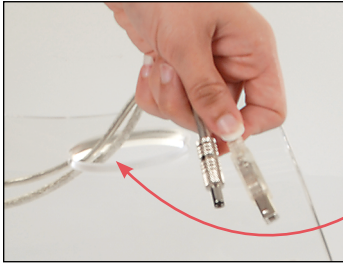
The first time you start your new Reveal software, the Brand Editor dialog box displays a list of popular product brands that are pre-installed. Click the checkbox next to each of the brands of skincare products and treatments that you recommend for your clients, then click **OK**.

When you navigate to the Recommendations screen during a Reveal consultation, these skincare products and treatments will be available for you to recommend. The products and services you recommend for your client during the Reveal consultation will automatically appear on the printed report (see [5.1 Report Overview](#)).

- ✔ If you click **OK** without selecting *any* brands, then no products will appear in Recommendations during Reveal consultations.
- ✔ The Brand Editor dialog box appears each time you start Reveal until at least one brand is selected from this dialog box or the Recommendations Library Editor, or you click **Don't ask again**.
- ✔ Products, brands, and treatments may be added, changed, or deactivated at any time through the Recommendations Library Editor (see [2.5 Editing the Product Recommendations Library](#)).

1.3 SYSTEM SET-UP

Assembling the imaging unit



1 Thread the power cable and USB cable through the smaller of the two openings in the base.



2 Insert the plugs on the cables into the corresponding ports on the imaging unit.


3 Place the bottom of the upright into the matching slot in the base.



4 Connect the power supply to a 110V or 240V AC outlet.

Setting up the computer



NOTE: If the computer has fewer than 2 available USB ports, you may need to use an external USB hub to connect all the peripherals. (Note: USB sockets are typically marked with the  symbol.)

1 Connect the USB cable from the imaging unit to an available USB port on the computer or USB hub.

2 Make sure the computer is plugged into a power source.

Setting up the printer (optional)



NOTE: If your printer was not purchased with the Reveal Imager from Canfield, you will need to install the printer drivers on your computer before proceeding. Follow the installation instructions provided by the printer manufacturer.

- 1 Connect the printer to an available USB port on the computer or USB hub with the cable provided.
- 2 Load the paper supply. For best results, use photo quality printing paper.

1.4 UNINSTALLING REVEAL SOFTWARE

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

- 1 Click **Start**
- 2 Select **Control Panel, Programs and Features**
- 3 Select the Canfield Facial Imager software from the list of programs
- 4 Click **Uninstall**

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


CHAPTER 2

Customizing the Settings for Your Reveal System

2.1 SYSTEM START-UP


- ✓ Before turning on the Reveal Imager, be sure that you have done the following:
 - installed Reveal software on your computer (if it was not installed by Canfield)
 - connected the USB cable between the Reveal Imager and your computer
 - connected the Reveal Imager and computer to a power source.



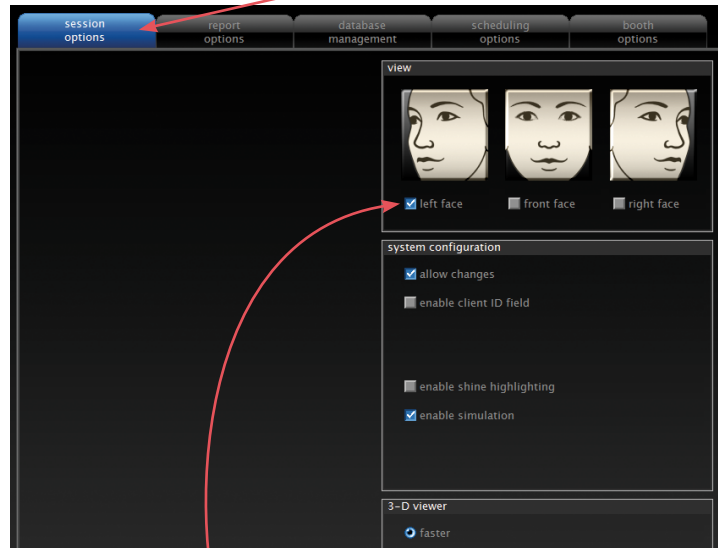
- 1 Turn on the Reveal Imager.
 - 2 Turn on the printer (if present).
 - 3 Turn on the computer.
- ✓ **IMPORTANT:** *Always turn on the Reveal Imager before starting the Reveal software.*
- 4 Double-click the  **Canfield Facial Imager** icon to start the software.

2.2 SESSION OPTIONS

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

Click the  **set up** button at the bottom of the Reveal Home screen. Click on the **session options** tab.

session options screen



View options

Select desired view(s) to be captured in each session: left face, front face, and/or right face view.

System configuration

allow changes If you do not wish to allow individual operators to change the View settings for a particular session, uncheck **allow changes** to turn *off* this capability.


enable client ID field If you wish to assign an alphanumeric identifier to each client, check **enable client ID field** to turn *on* this capability.

enable simulation Checking this box enables Reveal'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 [4.5 Simulation](#) for more information on this function. If **enable simulation** is unchecked, the Simulation button will not appear on any Reveal screen.

3-D viewer


faster This is the default setting and will provide optimal results for most users.

more compatible With some computer systems, it is possible you may experience difficulties with the 3-D viewer. Selecting this option will provide more robust, but somewhat slower, functionality.

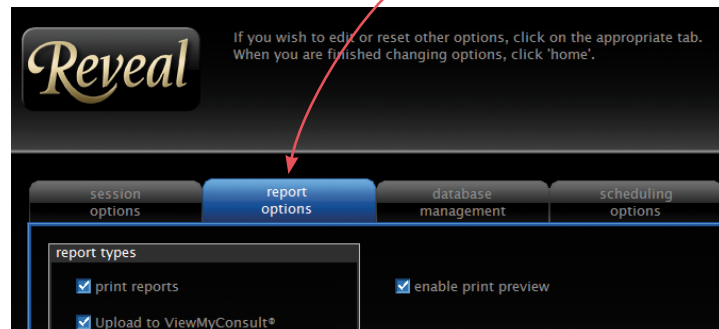
When you have finished making the desired changes to Session Options, click a different tab or click  **home** to return to the Reveal Home screen.

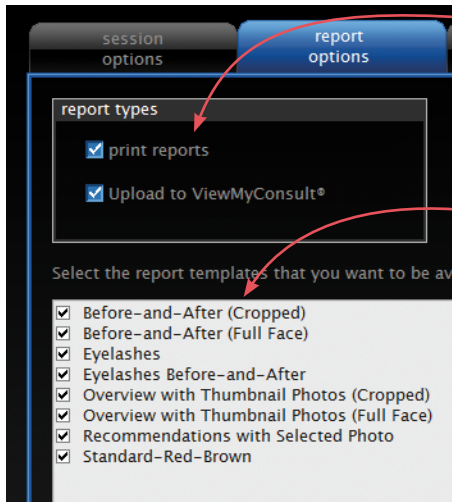
2.3 REPORT OPTIONS


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

Click the  **set up** button at the bottom of the Reveal Home screen. Click on the **report options** tab.

report options screen

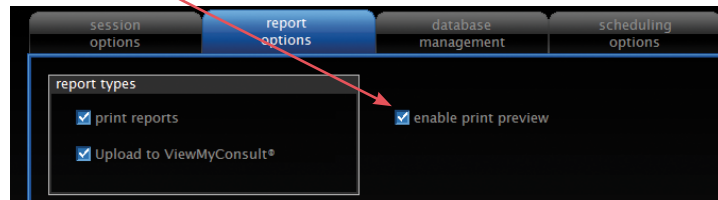





report types Select **print reports** and/or **Upload to ViewMyConsult** to enable the report types available when  **reports** is clicked during a Reveal consultation.

print reports Reveal offers a choice of 8 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 Reveal 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.



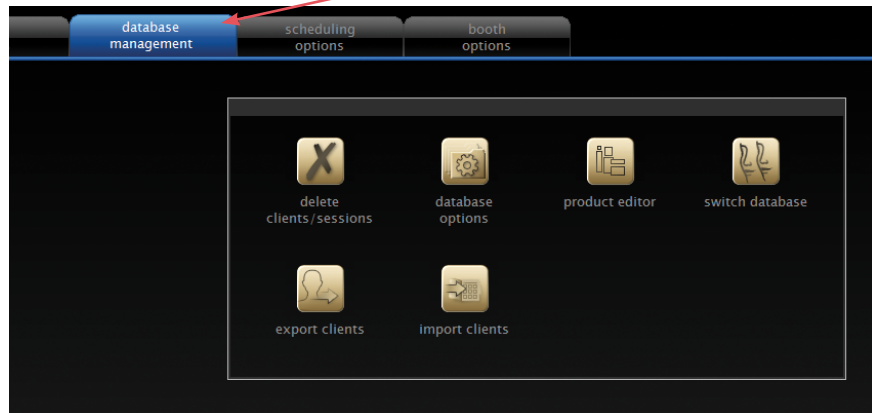
When you have finished making the desired changes to Report Options, click a different tab or click  **home** to return to the Reveal Home screen.

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, edit the Product Recommendations Library, or edit the print report header.

Click the  **set up** button at the bottom of the Reveal Home screen. Click the **database management** tab.

*database
management
screen*





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

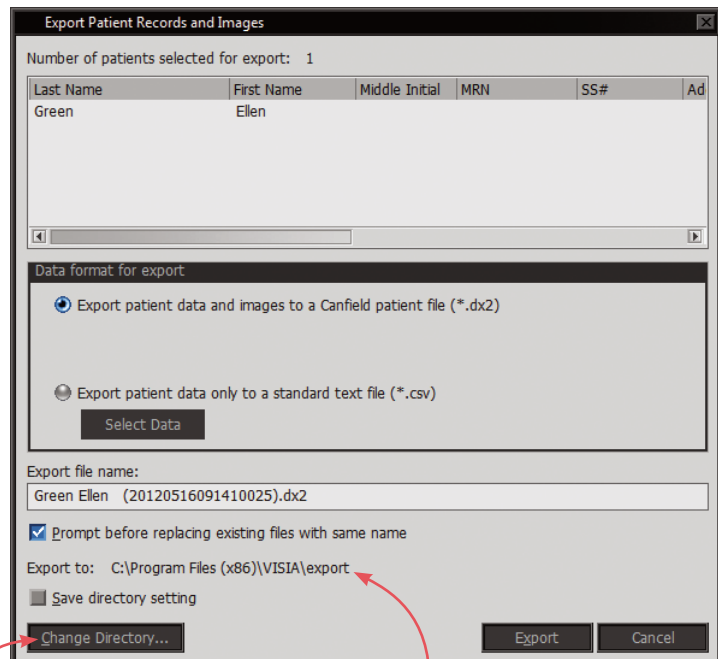
The Export Clients command saves a complete client record—including all client data, images and analysis data—to a single file on a hard drive, network server, or removable media. The file may then be imported into any Reveal or Mirror system. This is useful for archiving client records to offline storage 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**. If your look-up returns more than one client record, a list of matching records appears. Select the desired client and click  **export clients**.

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.)

export clients dialog box



3 Confirm that the destination directory displayed at the bottom of the dialog box is the location to which you wish to export the client records. To select a different export destination, click **Change Directory...** and browse to the desired folder. If you wish to make this directory the default export destination, select the **Save directory setting** check box.

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


4 By default, the software overwrites any file in the export destination that has the same filename as the current export. To be prompted when a file with the same name is encountered, select the **Prompt before deleting existing files with the same name** check box.

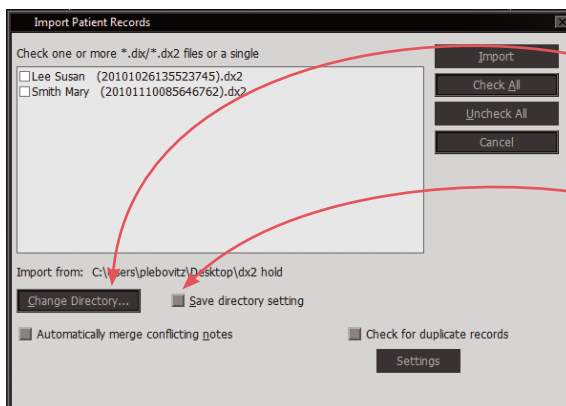
5 Click **Export** to save the export file to the selected destination or click **Cancel** to close the dialog box without saving a file.

IMPORTING a client record

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

Note: The Reveal 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 Reveal that was exported from Mirror. However, only images that were captured in Reveal will appear in Reveal.

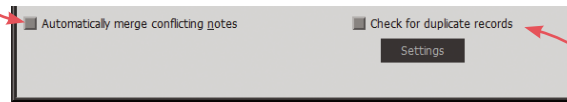
1 From the Database Management screen click  **import clients**. The Import dialog box opens displaying a list of all client record files in the current directory.



2 If the desired file does not appear, click **Change Directory...** and browse to the correct folder. If you wish to make this directory the default for future imports, select the **Save directory setting** check box.

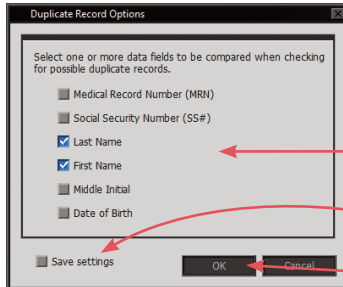
3 Click to select one or more files in the list. You may use the **Check All** and **Uncheck All** buttons to select or deselect all files at once.

4 If notes in the client records have been modified on a different Reveal or Mirror system, select the **Automatically merge conflicting notes** check box to preserve the notes from both systems.



5 To avoid importing duplicate client records:


- Select the **Check for duplicate records** check box.
- Click the **Settings** button to select which fields to compare when checking for duplicate records.
- To make these settings the default for future imports, select the **Save settings** check box.
- Click **OK**.



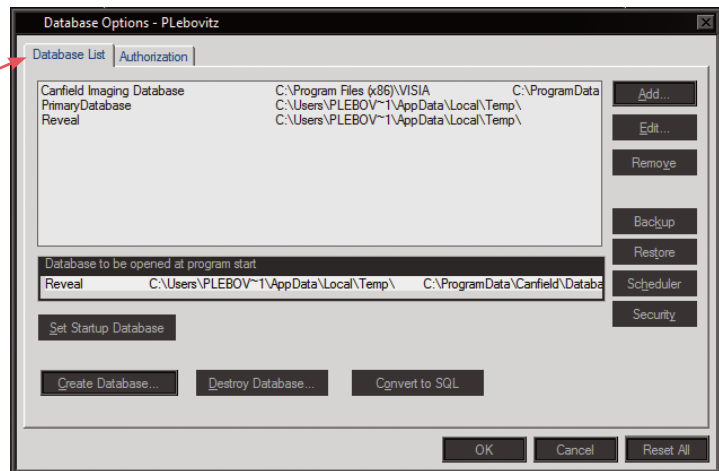
6 Click **Import** to open the selected record files or click **Cancel** to close the dialog box without importing any client records.

- If a file contains records for multiple clients, each client is imported to a separate chart.
- If an imported client already appears in the active database, the imported record is merged with the existing record.
- If data or images exist in the imported file that are not present in the existing record, the new data or images are added.
- If incoming data or images conflict with existing data or images, the existing record takes precedence.
- If **Check for duplicate records** was selected, an Import Wizard will open to offer options for handling any duplicates which are found.

Database options

The software is initially installed with a single database. The Database Options dialog box may be used to create and manage multiple databases. Click  **database options** to open the Database Options dialog box.

database options dialog box



the Database List tab

- **Add** Adds an existing database to the database list.
- **Edit** Opens the Database Information dialog box, which allows you to view details about the selected database and change the path for associated image files.
- **Remove** Removes the selected entry from the database list. *Note:* **Remove** does not delete the database file or associated images from the system.
- **Backup** Creates a copy of the selected database in the backup directory. By default, the backup directory is located within the program folder.



CAUTION — The Backup and Restore functions in the Database List tab do *not* back up or restore image files. To protect against data and image loss from a hard drive or system failure, your data and images should be backed up to an external location. See [Appendix C, Data Backup](#).

- **Restore** Restores a database from a backup file.
Note: It is not possible to restore the currently active database.
 - **Scheduler** Schedules the automatic creation of backup copies of SQL databases, which may in turn be included as part of regular system backup. (Requires SQL Server Agent third party software not included with Reveal.) *Note:* SQL backup should be scheduled to take place shortly before system backup.
 - **Security** Administers SQL Server security for databases.
 - **Set Startup Database** Sets the selected database to be the default database that opens each time the Reveal software is launched.
 - **Create Database** Creates a new empty database.
 - **Destroy Database** Permanently deletes a database from the system.
- ✔ **IMPORTANT: Once a database has been destroyed, it cannot be recovered.**



the Authorization tab




If you have purchased the Networking option, you may click the **Authorization** tab to view license information (available only from the computer with the hardware key attached).

Creating a new local database

Follow the steps below to create a new database for use by a single Reveal Imager system.



- ✔ If you are using Reveal on a network, refer to [Appendix B, Installing Reveal Software On a Network](#) for instructions on creating a new network database using the Mirror Server software.

1 Log on to the Reveal computer with a user account that has local administrative access privileges.

- 2 Launch the Reveal software.
 - 3 Click  **set up** on the Reveal Home screen.
 - 4 Click the **database management** tab.
 - 5 Click  **database options** to open the Database Options dialog box.
 - 6 Click the **Database List** tab if it is not already selected.
 - 7 Click **Create Database**.
 - 8 In the **Database** field, enter a name for the new database.
 - 9 Make sure “(local)” appears in the **Server** field.
 - 10 In the **Path to image files** field, enter a location to store image files for the new database (or click **Browse** to locate/create a folder).
 - 11 Click **OK**.
 - 12 The Canfield System Options dialog box appears. Confirm that **Database Role** is set to “CanfieldDB Administrator.” In the list of users, click to place a check mark next to all users who will need access to the database. (You may wish to create a specific group for all users of the software.) Make sure the appropriate security users or groups are selected (for example, Domain Users).
 - 13 The Canfield Database Agent Scheduler dialog box appears. Make sure the “Enable Schedule” check box is selected.
-  **NOTE:** The Canfield Database Agent Scheduler dialog box will not appear if SQL Server Agent is not installed. An error message will appear instead.
- 14 Select the desired settings for creating backup files and click **OK**. *Note:* Schedule the database backup to occur shortly before your regular data backup.
 - 15 Click **OK** to close the Database Options dialog box.

Switching databases

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

- 1 Click  **set up** on the Reveal 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 Click **Open**.



✓ **NOTE:** If you installed a new release of Reveal 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 Reveal software is closed. Each time Reveal is launched, the Startup Database is opened by default (*see below*).

Setting the startup database

Follow the steps below to select which database opens initially each time the Reveal software is launched.

✓ **IMPORTANT:** It is a good idea to test a new database before setting it as the startup database.


- 1 Click  **set up** on the Reveal Home screen.
- 2 Click the **database management** tab.
- 3 Click  **database options** to open the Database Options dialog box.

- 4 Click the **Database List** tab if it is not already selected.
- 5 Select the desired database from the list and click **Set Startup Database**.
- 6 Click **OK** to exit the Database Options dialog box.

2.5 EDITING THE PRODUCT RECOMMENDATIONS LIBRARY

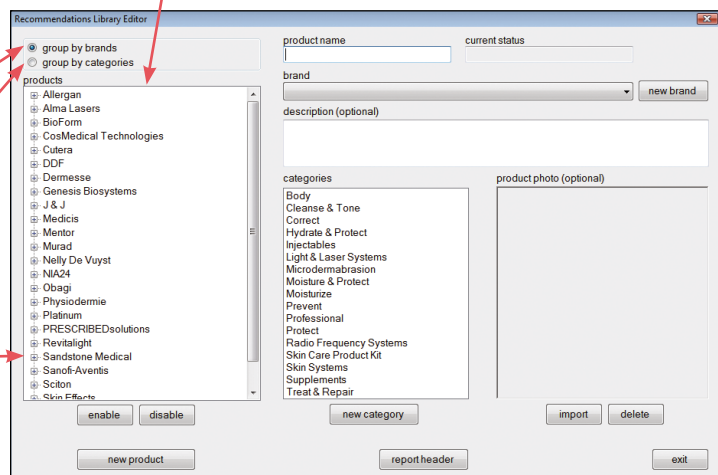
Reveal comes with a selection of popular products and treatments pre-installed that may be activated in the Brand Editor dialog box that appears when you first start the software (see [1.2 Configuring the Product Recommendations Library](#)).

The Recommendations Library Editor dialog box allows you to add the products and treatments offered at your location, disable the ones you don't wish to offer, or update any available product listing.

From the Database Management screen click  **product editor** to open the Recommendations Library Editor dialog box.

Available products and treatments are listed in the **products** pane on the left.

- You may click one of the radio-buttons in the upper left corner to **group by brands** (view the products and treatments by brand name) or **group by categories** (view the products and treatments by category).
- Initially, the list is collapsed and displays only the name of each group (brands or categories, depending on which grouping you have selected). Click the "+" next to a group to display all of the products and treatments in that group.



The skincare products and treatments that you add or enable in this dialog box will be available for you to recommend to your clients when you navigate to the Recommendations screen during a Reveal consultation. The products and services you recommend for your client during the Reveal consultation will automatically appear on that client's printed and web reports (see [5.1 Report Overview](#)).

Each product or treatment listing consists of five attributes.

- **Category** describes the type of product or treatment, for example, Protect, Moisturize, or Cleanse & Tone. Available products and treatments are listed according to their assigned category in the Recommendations screen if the **group by categories** radio-button is selected. Category does not appear in the printed report.
- **Brand** identifies the name of the company that manufactures the product, such as Obagi, Allergan, or Cutera. Available products and treatments are listed according to their assigned brand in the Recommendations screen if the **group by brands** radio-button is selected. Brand does not appear in the printed report. (If you wish the brand to appear in the printed report, make it part of the Product Name.)
- The **Product Name**, such as Obagi Nu-Derm Foaming Gel, Allergan Botox, or Cutera Titan, appears in the printed report if it is one of the selected recommendations. If the entire product name doesn't fit in the space available on the print report, it will be clipped. To avoid this, make sure all of your text is visible in the space provided on this screen.
- **Description** (optional) appears in the printed report below the product name if it is one of the selected recommendations. If the entire description doesn't fit in the space available on the print report, it will be clipped. To avoid this, make sure all of your text is visible in the space provided on this screen.

- **Product Photo** (optional) appears in the printed report alongside the product name if it is one of the selected recommendations.

Enabling or disabling a product or group

- 1 Click on the item in the **products** pane to select it.
- 2 Click the or button below the **products** pane.

Individual products or entire groups may be enabled or disabled. Disabling a product or group does not remove it from the library, but will prevent it from appearing on the Recommendations screen or printed report. If you disable a product or group, it will appear grayed out in the **products** pane.

Adding a new product or treatment

- 1 Click (below the **products** pane) to activate the right side of the Library Editor.
- 2 Type a name for the product or treatment into the **product name** field. If the entire product name doesn't fit in the space available on the print report it will be clipped. If you don't see the last few words of the product name on the printed report, return to the Library Editor and shorten it to fit.
- 3 Select a brand from the **brand** drop-down list or, if needed, add a new brand to the list:
 - click ;
 - type the brand name into the **name** field in the dialog box;
 - click .

- ✔ Every product must have a brand assigned to it. You may not assign more than one brand to a product.

4 Select a category from the **category** pane or, if needed, add a new category to the list:

- click ;
- type a name for the category into the **name** field in the dialog box;
- click .

✓ Every product must have a category assigned to it. You may assign as many categories as you wish to a single product, for example, a conditioner with sunscreen may appear in both category groups.

5 Optional: Type a short description of the product into the **description** field. If the entire description doesn't fit in the space available on the print report it will be clipped. If you don't see the last few words of the description on the printed report, return to the Library Editor and shorten it to fit.

6 Optional: To add a photo of a product, click (below the **product photo** pane), and browse to the location of the image. When you find the desired image, double-click on the file name. The image will automatically appear in the **product photo** pane. If it is not the picture you wanted, click (below the **product photo** pane) and it will be removed.

✓ Reveal will accept all standard image file formats, e.g., jpg, gif, bmp, etc.

✓ The image must be imported from a file location. Pasting (from a web page, for example) won't work.

7 After you have entered all desired attributes for the product, click (below the **products** pane) and the product will be added to the library. Once in the library, products cannot be deleted, although they can be disabled as described above.

Editing a product or treatment

- 1 Click on a product name in the **products** pane to display the details for that product.
- 2 Make the desired changes to the product details in the same manner as adding a new product above. To change the product photo, delete the current image and import a new one.
- 3 When your changes are complete, click (below the **products** pane). To discard your changes, click .

Assigning products to skin features

If **filter by skin feature** is checked on the Recommendations screen (see [4.6 Recommendations](#)), only the products which are assigned to one of the special skin feature categories are displayed. These skin feature categories are Brown Spots, Red Areas and Eyelashes. To assign a product to one or more skin features:


- 1 Click to select a product in the **products** pane.
- 2 Click the name of one or more skin features (Brown Spots, Red Areas and/or Eyelashes) in the **categories** pane.
- 3 When your changes are complete, click (below the **products** pane). To discard your changes, click .

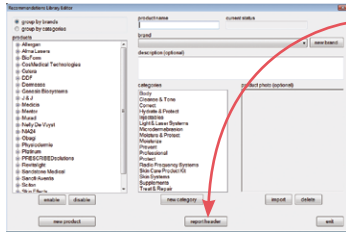
Closing the Recommendations Library Editor dialog box

When you have finished making the desired changes to the Recommendations Library, click to return to the Database Management screen.

2.6 EDITING THE PRINT REPORT HEADER

Use Print Template Setup to add your office information to all of the report templates.

1 From the Database Management screen click  **product editor** to open the Recommendations Library Editor dialog box.



2 Click **report header** (below the **categories** pane of the Recommendations Library Editor) to open the Print Template Setup dialog box.

3 Highlight the current text in the **Office Name** field and type your office name.

4 Press the Tab key to advance to the **Address & Telephone** field and type your address in a single line.

5 Press the Enter key and type your telephone number(s) in a single line. (If your address and telephone exceeds two lines, your office information may print over the pre-formatted images and text.)


6 If you wish to change the title that appears on each report, type it in the **Report Title** field.

7 Click **save** to apply your changes to all of the report templates, or **cancel** to return to the Recommendations Editor without saving changes.

8 Click  to close the Recommendations Library Editor and then click  **home** to return to the Reveal Home screen.

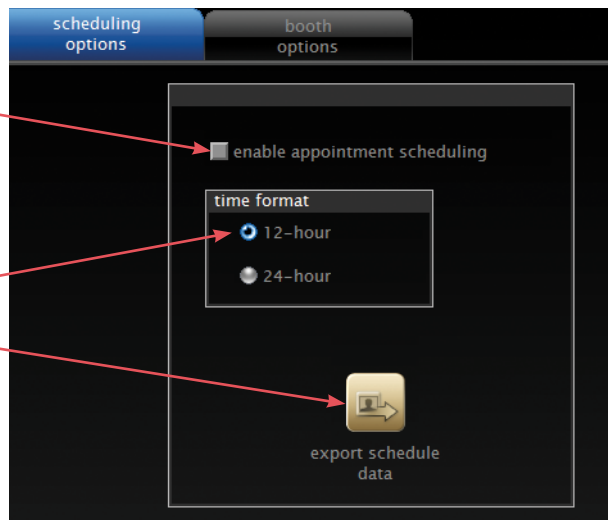
2.7 SCHEDULING OPTIONS

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


Click the  **set up** button at the bottom of the Reveal Home screen. Click on the **scheduling options** tab.


scheduling options screen

- **enable appointment scheduling** Check this box to enable the tracking of scheduled appointments.
- **time format** Choose either 12-hour or 24-hour time format.
- **export schedule data** This feature enables you to export future appointments into a separate calendar program. Note that the exporting begins with today's appointments.




To export schedule data:

- 1 Click  **export schedule data**.
- 2 Select a directory and enter the file name where you would like this information to be saved. Click **Save**.
- 3 Import the file that you saved into your calendar application.

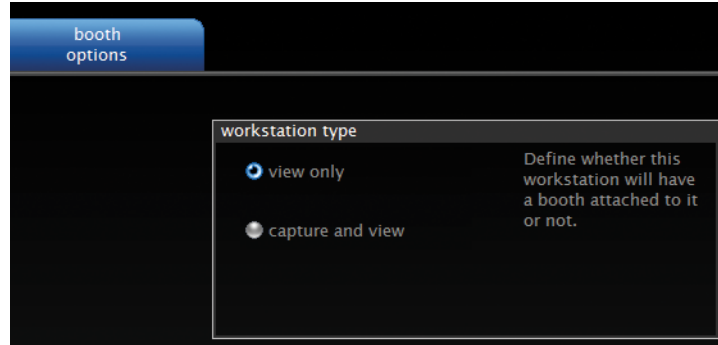
When you have finished making the desired changes to Scheduling Options, click a different tab or click  **home** to return to the Reveal Home screen.

2.8 BOOTH (IMAGER) OPTIONS *(network installation only)*

This tab allows you to specify whether a workstation in a network installation will be used with a Reveal Imager attached or for viewing only.

Click the  **set up** button at the bottom of the Reveal Home screen. Click on the **booth options** tab.

booth options screen



- **view only** Select this option if you will not be connecting a Reveal Imager to a particular workstation. When this option is selected, the Reveal software does not attempt to connect to an imager and, therefore, opens more quickly.
- ✓ **NOTE: If you connect an imager to a workstation that is defined as “view only,” the imager will not be recognized by the software.**
- **capture and view** Select this option if you will be using a particular workstation with a Reveal Imager connected most of the time.

CHAPTER 3

Capturing Images

3.1 INTRODUCTION

The Reveal system consists of the Reveal Imager and Reveal software.

Reveal imager

The Reveal Imager is a self-contained unit for facial imaging under controlled lighting conditions and includes the following:

A chin cup controls the position of the client's face. The chin cup moves into three positions:

- Right-facing for images of the left side of the face.
- Front-facing for images of the front of the face.
- Left-facing for images of the right side of the face.

To move the chin cup, rotate the bracket until it clicks into position.

Specially designed flash units. The flash units provide the exact illumination needed for optimum photographic results.

A protective camera lens filter. The filter is located inside the Reveal Imager, directly in front of the camera.

✔ **Do not touch the filter with your fingertips. Use only a camera lens cleaning kit to clean the filter.**

The connection panel at the rear of the facial imager provides connections for the AC power cord, and the USB cable that attaches to the computer, and the imager's On/Off switch.

Reveal software

When used together with the Reveal Imager, Reveal software allows you to capture and store images using two types of lighting: standard and cross-polarized.

After capturing images of the client's face, the software automatically applies RBX® processing to visualize Brown spots and Red areas.

3.2 STARTING THE REVEAL IMAGER SYSTEM




1 Turn on the Reveal Imager using the power switch on the underside of the pod.

- Always turn on the imager *before* starting the Reveal software so that the software can locate the imager.
- If the imager does not light up, check the AC power connection. If that does not fix the problem, contact Canfield Technical Support at 1-800-815-4330.

2 Turn on the printer (if present).

3 Turn on the computer.

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



The Reveal Home screen presents 5 buttons. You can select:



new client to enter information and take photos of a new client (if the Reveal Imager is connected and active).



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



web & mobile status provides access to administration and monitoring of ViewMyConsult patient portal activity (see [Chapter 5: Creating Reports](#)).



set up to customize the settings for your Reveal system, including database management, product recommendations library, and print report header (see [Chapter 2: Customizing the Settings for Your Reveal System](#)).




exit to quit the Reveal software.

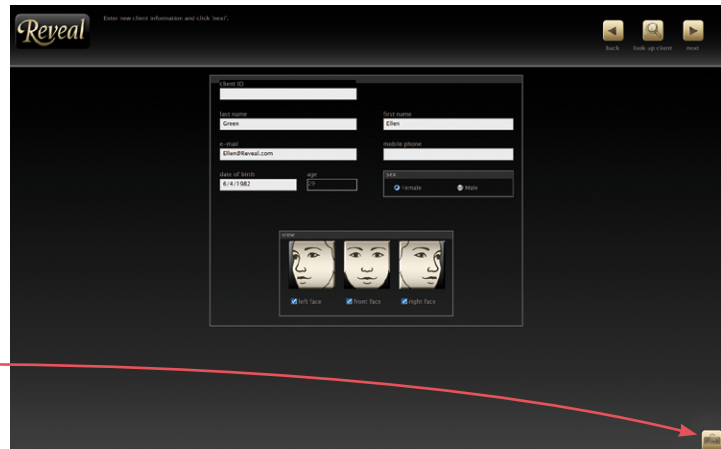
3.3 CAPTURING IMAGES OF A NEW CLIENT


Capturing the first picture

1 To allow the most accurate visualization of skin features, the client should be instructed to clean her face and dry it with a lint-free towel prior to initiating the session.

2 Start the Reveal software and click  **new client** on the Reveal Home screen.



new client/new session screen




✓ **Note:** To enter data using the soft keyboard on a touch screen, tap the  **open keyboard** button in the lower right corner of the screen.

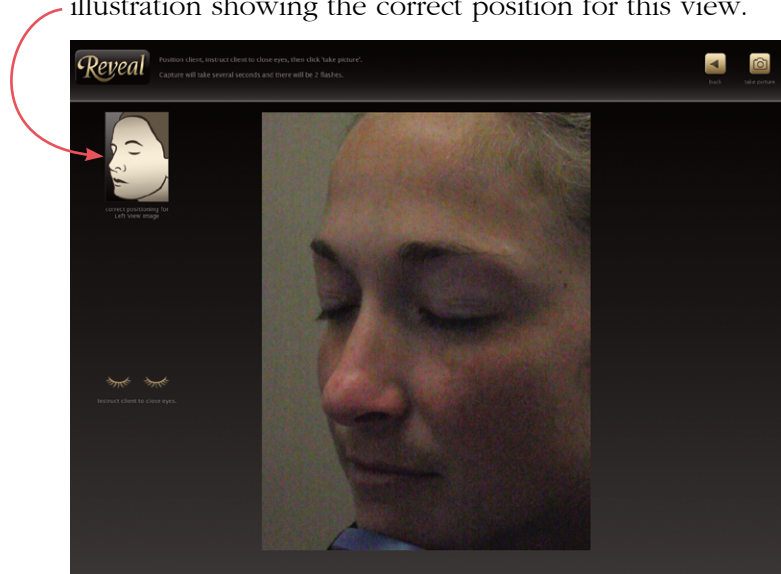
- **client ID** allows you to assign an optional alpha-numeric identifier to each client. (Note: The Client ID field does not appear if the “Enable Client ID field” option on the Session Options screen has been cleared. See [2.2 Session Options](#) for details.)

- **last name** is required (all other fields are optional)

✓ **NOTE:** If the all of the information you entered matches an existing client, when you click  **next** 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.

- **view** If the “Allow Changes” option on the Session Options screen has been selected (see [2.2 Session Options](#)), you may select or deselect view(s) for this session: Left Face, Front Face, or Right Face.

3 When desired fields are completed, click  **next**. A live video preview is displayed along with an illustration showing the correct position for this view.



4 Make sure the chin cup is properly positioned for the selected view. (To move the chin cup, rotate the bracket until it clicks into position.)

- For Left Face view, the chin cup should be positioned at the right side of the imager.
- For Front Face view, the chin cup should be positioned in the center of the imager.
- For Right Face view, the chin cup should be positioned at the left side of the imager.

5 Instruct the client to place her chin in the center of the chin cup. Make sure she is sitting up straight and has a neutral, relaxed facial expression. The client's head and body should be aligned and facing the imager in the correct direction for the selected view (e.g., for Left Face, the client's body should face right).

6 When the client is positioned correctly, instruct her to close her eyes and remain still.

7 Click  **take picture**.

Reveal will take two pictures: one using normal, white light flash and one using cross-polarized flash. After the second flash, the client can remove her face from the Reveal Imager.

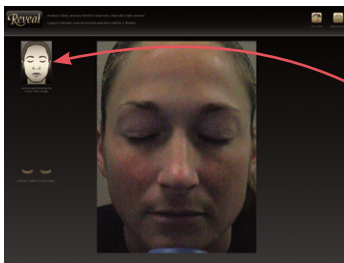


The pictures that were taken will be displayed in a few seconds along with the prompt, “Are the pictures OK?”.

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

8 If the client appears to be correctly positioned and did not move between pictures, click ✔ **yes**. If you click 🚫 **no**, Reveal will discard the pictures and give you an opportunity to reposition the client and retake the pictures.

Capturing additional views



If additional views (left, front, right) were selected, the live video preview is displayed again along with an illustration showing the correct position for the next view. (If you wish to exclude this view from this session, click 🚫 **skip view** at the top of the screen.)

1 Move the chin cup to the correct position for the next view.



2 Instruct the client to place her chin in the center of the chin cup. Make sure she is sitting up straight and has a neutral, relaxed facial expression. The client's head and body should be aligned and facing the imager in the correct direction for the next view.

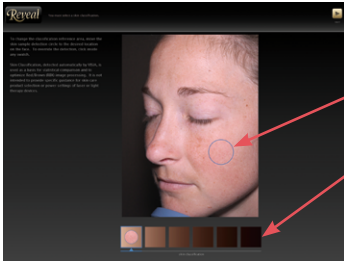
3 When the client is positioned correctly, instruct her to close her eyes and remain still.

4 Click 📷 **take picture**.


Reveal will take two pictures. After the second flash, the client can remove her face from the Reveal Imager.

The pictures that were just taken will be displayed shortly along with the prompt, “Are the pictures OK?”.

5 If the client appears to be correctly positioned and did not move between pictures, click  **yes**. If you click  **no**, Reveal will discard the pictures and give you an opportunity to reposition the client and retake the pictures.




6 When all desired views are completed, the automatically detected skin classification is displayed. 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.

After you confirm the skin classification by clicking  **next**, Reveal displays the last picture taken in the View Pictures screen (see [4.2 View Pictures](#)).

3.4 CAPTURING IMAGES OF A RETURNING CLIENT

The Reveal Imager 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

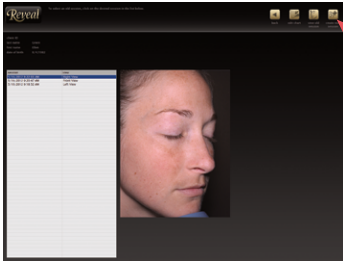
1 Click  **look up client** from the Reveal Home screen.





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 see a list of all clients, leave all look-up fields blank.

3 Click  **look up client**.

- *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, click  **back** to return to the Look Up screen and enter different information.
- *If a single match is found*, the Select Session screen appears.



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

5 The New Client/Session screen opens with client information already entered. Select the desired view options, then click  **next**. A live video preview is displayed along with an illustration showing the correct position for this view.

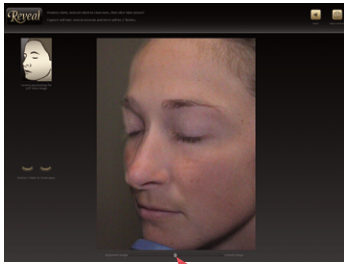
Capturing the first picture for a returning client

1 To allow the most accurate visualization of skin features, the client should be instructed to clean her face and dry it with a lint-free towel prior to initiating the session.

2 Make sure the chin cup is properly positioned for the selected view. (To move the chin cup, rotate the bracket until it clicks into position.)

- For Left Face view, the chin cup should be positioned at the right side of the imager.
- For Front Face view, the chin cup should be positioned in the center of the imager.
- For Right Face view, the chin cup should be positioned at the left side of the imager.

3 Instruct the client to place her chin in the center of the chin cup. Make sure she is sitting up straight and has a neutral, relaxed facial expression. The client's head and body should be aligned and facing the imager in the correct direction for the selected view (e.g., for Left Face, the client's body should face right).



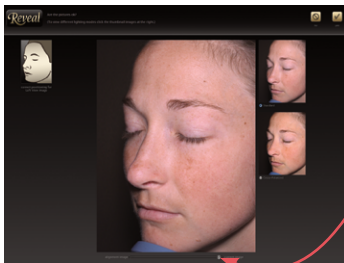
4 To assist with consistent positioning, the Reveal system superimposes the live preview image for the current picture over an alignment picture from the initial session. Make any necessary adjustments to the client's positioning until a single image appears.

✔ To confirm alignment of the client's current position with the baseline image, fade the opacity of the superimposed image by clicking and dragging the slider control below the preview.

5 When the client is positioned correctly, instruct her to close her eyes and remain still.



6 Click  **take picture**.

Reveal will take two pictures: one using normal, white light flash and one using cross-polarized flash. After the second flash, the client can remove her face from the Reveal Imager.

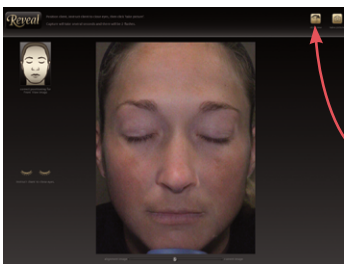



The pictures that were taken will be displayed in a few seconds along with the prompt, "Are the pictures OK?"

✔ The slider control below the preview may be used to fade between the new picture and the initial picture to ensure consistent position.

7 If the client appears to be correctly positioned and did not move between pictures, click  **yes**. If you click  **no**, Reveal will discard the pictures and give you an opportunity to reposition the client and retake the pictures.

Additional views for a returning client



If additional views were selected, the live video preview is displayed again along with an illustration showing the correct position for the next view. (If you wish to exclude this view from this session, click  **skip view**.)

1 Move the chin cup to the correct position for the next view.



2 Instruct the client to place her chin in the center of the chin cup. Use the live image preview as described above (step 4) to correctly position the client for each view.

3 When the client is positioned correctly, instruct her to close her eyes and remain still.

4 Click  **take picture**.

Reveal will take two pictures. After the second flash, the client can remove her face from the Reveal Imager.

The pictures that were just taken will be displayed shortly along with the prompt, “Are the pictures OK?”.

5 If the client appears to be correctly positioned and did not move between pictures, click  **yes**. If you click  **no**, Reveal will discard the pictures and give you an opportunity to reposition the client and retake the pictures.

When all desired views are completed, Reveal displays the last picture taken in the View Pictures screen (see [4.2 View Pictures](#)).

3.5 IMPROVING QUALITY AND REPRODUCIBILITY OF CAPTURED IMAGES

Imager placement

- Position the Reveal Imager away from any strong or variable background lighting source such as a window, door, or overhead lighting. Ideally, the imager should be positioned so that there is a dark or neutral colored wall with no pattern behind the client during imaging.
- For maximum reproducibility the imager location should be permanent and the unit should not be moved between sessions in order to maintain a consistent lighting environment.

Skin preparation

- For accurate initial assessment of a client's skin features and for tracking progress of treatment, the client's skin should be cleaned just prior to a Reveal session.
- 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.

Client positioning

- The Reveal Imager should be placed on a surface that is approximately 40 inches off the ground. 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 place her chin in the center of the chin cup.
- Make sure that the chin cup has been clicked into the correct position for the view you have selected. For example, the right-facing position for Left view (images of the left side of the face).
- For both the Left and Right views, the client should be seated with her body at a 45° angle to the imager. Straight-on body orientation is for Front view pictures only.

Facial expression

Minimizing variability in facial expressions helps to improve reproducibility (particularly for wrinkles). Encourage the client to hold position 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). A slider control below the image allows you to adjust the dominance of the alignment image (slider toward left) versus the live preview (slider toward right). Choose a setting that enables you to 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 Reveal Consultation



Once images for a new Reveal session have been captured, the most recently captured image opens automatically in  **view pictures**.

The navigation bar on the left side of the screen offers access to alternate view modes, such as **3-D viewer** and **compare results**, the session notes editor, Reveal's recommendations tool, printing options, and Mirror software (if available).


4.1 OPENING A PREVIOUSLY CAPTURED SESSION

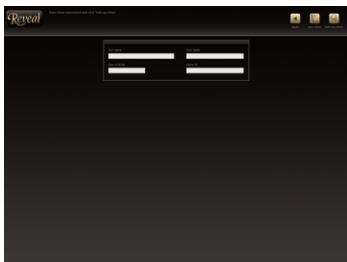
If you wish, you may view images for a previously captured session at any time.

1 Click  **look up client** from the Reveal 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 see a list of all clients, leave all look-up fields blank.

3 Click  **look up client**.

- *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 a single match is found*, the Select Session screen appears.





4 Confirm that the desired client record is displayed on the Select Session screen. If the correct client is not displayed, click  **back** to return to the Look Up screen and enter different information.

5 Click to select the desired session in the session list. The Standard image and session notes for the selected session are displayed. (Refer to section 4.6 for information about session notes.)

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

6 Click  **view old session** to open the View Pictures screen.

4.2 VIEW PICTURES

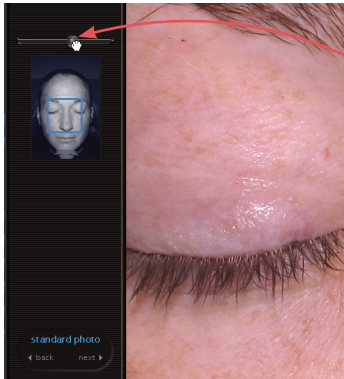
View Pictures, the main screen used during a Reveal consultation, displays the image for the current session.

view pictures screen



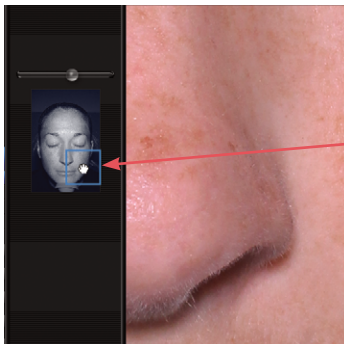
Zoom & pan

The Zoom & Pan control in the near-left column of the screen allows you to magnify selected areas of the picture.



Two ways to **change magnification**:

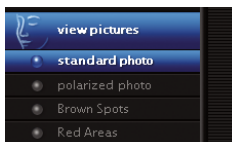
- Place your cursor over the slider ball above the thumbnail image. Hold down the mouse button and drag the slider ball to the right to zoom in for a close-up view, or to the left to zoom out to see more of the client's face.
- Place your cursor within the main picture. Spin the scroll wheel on your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



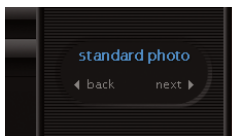
Two ways to **pan** within the magnified view:

- 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.

Navigation

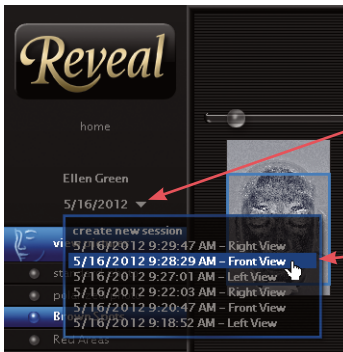


From the navigation bar on the far-left side of the screen: Click the individual buttons—**standard photo**, **polarized photo**, **Brown Spots**, or **Red Areas**—to display the image for that particular skin feature.



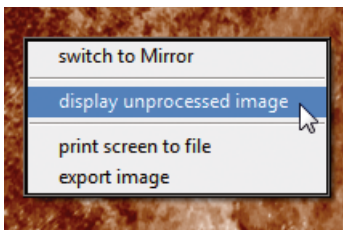
From the feature selector in the near-left column of the screen: Click the **back** or **next** arrow below the feature name to sequentially display the skin features in the current session.

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 the unprocessed image



To view the unprocessed cross-polarized image, right-click over a Red Areas or Brown Spots 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.

Overview

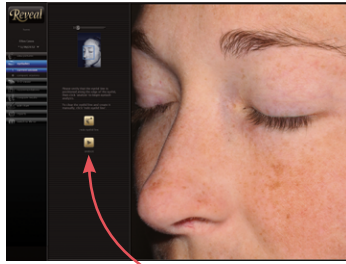
Click the **overview** button to display thumbnails of all the available skin feature images.


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




*view pictures screen
(overview)*

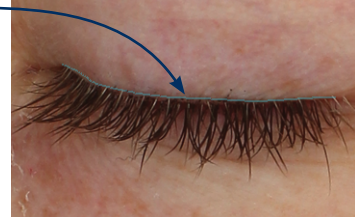
4.3 EYELASHES




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

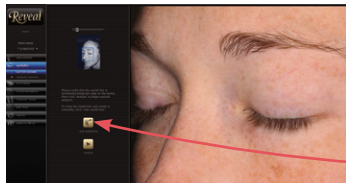
In order to perform eyelash analysis, it is necessary to define the eyelash boundary and create the analysis mask. Reveal automatically defines the eyelash boundary with a thin blue line along the eyelid edge. If the blue line is placed correctly, click  **analyze** to create the analysis mask.


NOTE: If the **analyze** button is disabled () click  **redo eyelid line** and perform steps 2–6 of [Redo eyelid line](#).

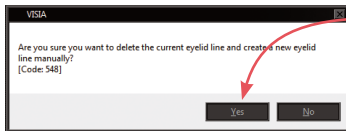


Redo eyelid line (*optional*)

-  If the blue line is placed incorrectly (or not placed), first zoom in (see section [4.2, Zoom & pan](#)) to magnify the eyelid area.



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



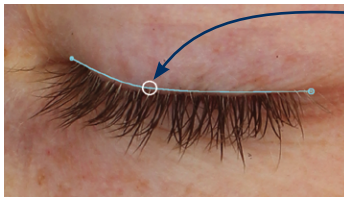
2 Click **Yes** in the “Are you sure . . .” dialog. If you are not sure you wish to erase the auto-boundary, click **No**.





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.



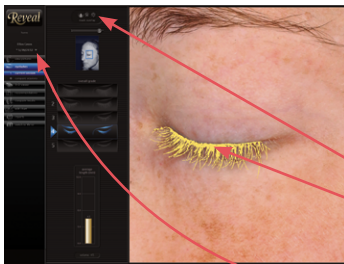
4 Position the cursor at the opposite edge of the eyelashes where they meet the eyelid. A straight blue line is drawn out from the first endpoint to the cursor position (white circle). Click the left mouse button to set the second endpoint.






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.

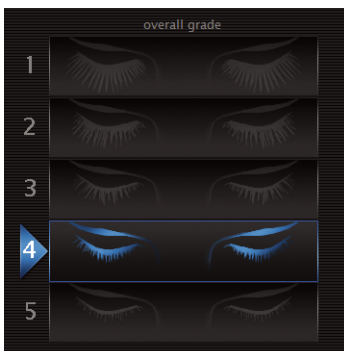
Current Eyelashes session



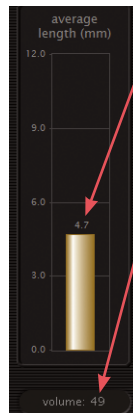
After Reveal creates the eyelash mask and completes the eyelash analysis, the results for the current session are displayed.

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.

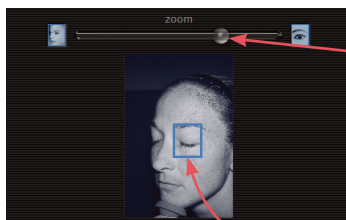
Compare Eyelashes sessions



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 at the bottom right corner of each picture to turn the eyelash mask on (↑), off (✕), or make it blink (★). Double-click one of the buttons to activate that mask state for both images.

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

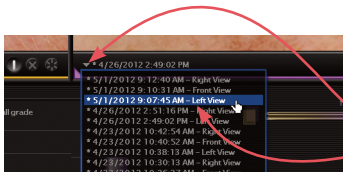


To change magnification, place your cursor over the slider ball, hold down the mouse button and drag the slider ball to the right to zoom in for a close-up view, or to the left to zoom out. Alternatively, place your cursor within one of the pictures and spin the scroll wheel on your mouse.

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.



fade control The slider located below the right window superimposes the left and right images with varying degrees of opacity for effective visualization of eyelash improvement between the two sessions. When the slider ball is all the way to the right (default), the image on the right is at full 100 percent opacity. As the slider ball is moved to the left, the right image decreases in opacity revealing more of the left image. When the slider ball is all the way to the left, both images appear to be the same; the opacity of the right image is zero percent. If the eyelash mask is turned on or blinking, it still shows the analysis for the right image; the eyelash mask is not affected by the fade control.

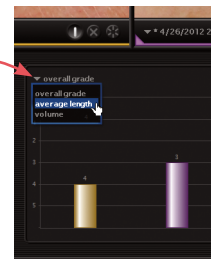


session selector To display a different session or view for either side of the comparison, click on the arrow next to the session date beneath the picture and select from the drop down menu that appears.



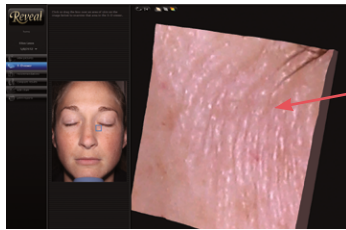
data display A graphical comparison of data appears in the lower center area of the screen. The gold bar represents data for the session pictured on the left; the purple bar represents data for the session pictured on the right.


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




A tabular presentation of average length, volume, and overall grade appears in the lower right area of the screen. (See [overall grade](#) in 4.3 *Eyelashes* for a detailed explanation of these values.) The gold-shaded column contains data for the session pictured on the left; the purple-shaded column contains data for the session pictured on the right.


4.4 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.


3D view rendered as normal skin color


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

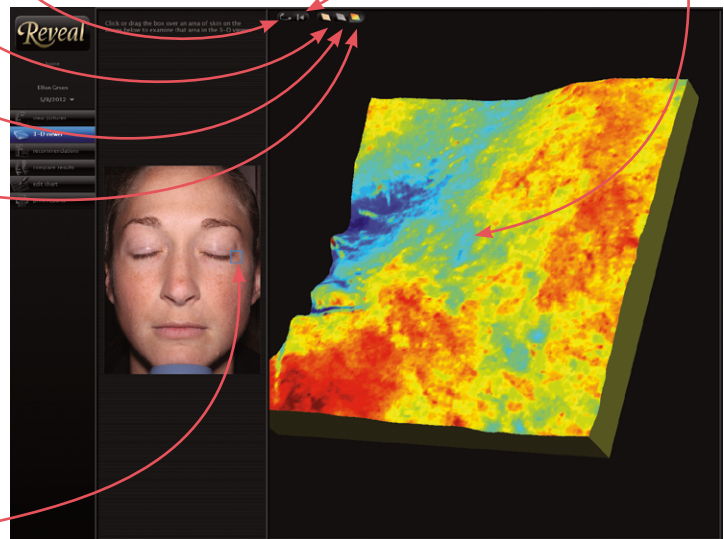
Click  **Return** to stop rotation and return to frontal view.

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.



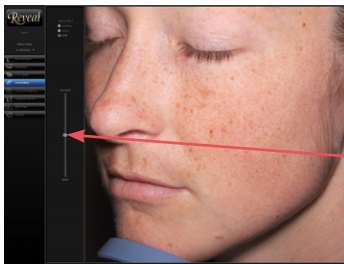
3D view rendered as color relief


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 eyes.)

4.5 SIMULATION

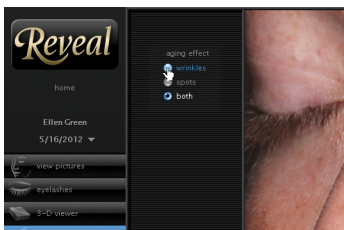
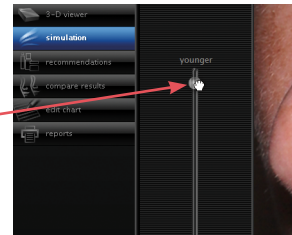
You may want to explain to your clients the effects of aging or benefits of facial rejuvenation treatments. Reveal's Simulation tool illustrates the effects of aging or treatment by simulating your client's increase in age (Older) or decrease in age (Younger), of approximately 5–7 years. (This option is available only if **enable simulation** is checked in Set Up. See [2.2 Session Options](#).)

Simulate aging



1 Click  **simulation** from a View screen to display the client's image in Simulation mode. The client's image is displayed in the current view (Left or Right—not currently available in Front view), with the slider ball in the middle position.

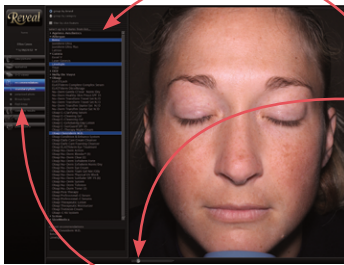
2 Adjust the aging simulation in either direction (**younger** or **older**) by clicking and dragging the slider ball up or down, or click the vertical bar to quickly switch between the middle and end positions.



3 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.

4.6 RECOMMENDATIONS

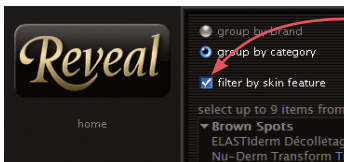
The Product Selector facilitates your recommendations for the specific products and treatments appropriate to skin conditions detected in your client. Reveal comes with a selection of recommendations pre-installed, but it's easy to customize the menus with the products and treatments offered at your location and to redefine the default product attributes (see [2.5 Editing the Product Recommendations Library](#)).



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

The **zoom** slider control for image magnification is available at the lower edge of the screen.

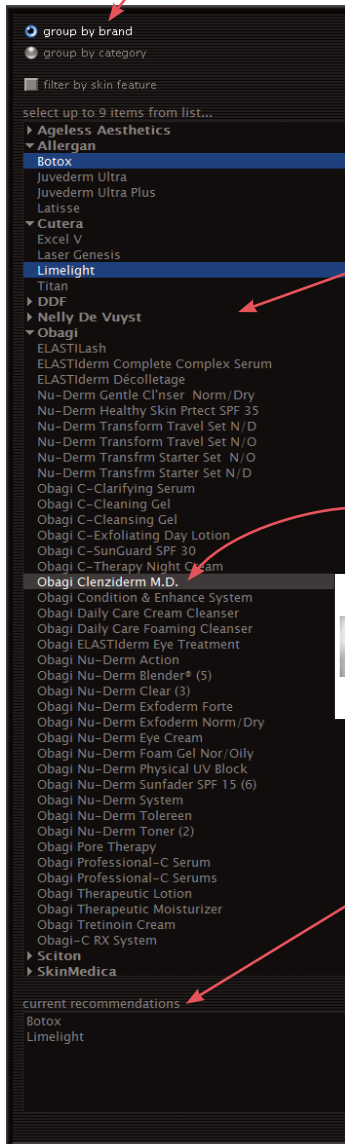
To select a different image click **standard photo**, **polarized photo**, **Brown Spots**, **Red Areas**, or **eyelashes** in the navigation column on the far left side of the screen.



If **filter by skin feature** is checked, only the products which are designated to treat the selected feature are displayed. (See [2.5 Editing the Product Recommendations Library](#) to change the default manufacturer-determined product designations.)

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.

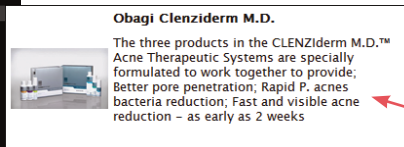
The Product Selector column consists of the following:



- The **group by brand** or **group by category** radio-buttons control the grouping of products and treatments in the selection pane. 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.

- **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.

- 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 on the screen. The pictures for

your selected recommendations will appear on the printed report alongside their corresponding product names and descriptions.

- 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, first click to select it and then press the **delete** key on your keyboard.

4.7 COMPARE RESULTS

compare results screen
(standard and Brown Spots)



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.

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

- **Standard photo, polarized photo, Brown Spots, and Red Areas** will display two different timepoints of the same feature. If different timepoints are not available, the same image will be displayed in both windows.
- **Red | Brown** will display these two features at the same timepoint.

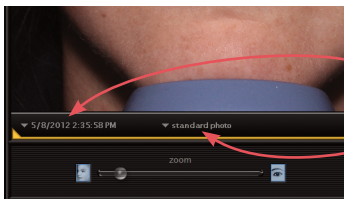


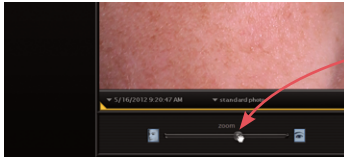
Image selection controls also appear below each picture:

- Click the session date to select a different session and/or view (if available) from the drop-down menu.
- Click the feature name to select a different skin feature from the drop-down menu.

Zoom & pan in Compare Results screen

The zoom control (lower left of the screen) allows you to magnify selected areas of both images in tandem.

Two ways to **change magnification**:

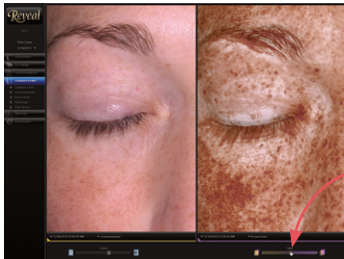


- Click and drag the slider control below the left window: Place your cursor over the slider ball, hold down the mouse button and drag the slider ball to the right to zoom in for a close-up view, or to the left to zoom out to see more of the client's face.
- Place your cursor within one of the pictures. Spin the scroll wheel on your mouse.



To **pan** within the magnified view: Place your cursor within one of the pictures. Hold down the mouse button and drag the picture to view a different area. The other picture tracks in tandem.

Fade control



The slider located below the right window superimposes the left and right images with varying degrees of opacity.

When the slider ball is all the way to the right (default) the image on the right is at full 100 percent opacity.

As the slider ball is moved to the left, the right image decreases in opacity revealing more of the left image.



When the slider ball is all the way to the left both images appear to be the same; the opacity of the right image is zero percent.

Fading the opacity of the right image is particularly useful for visually showing treatment progress by comparing a single feature from two sessions. The fade control can also be used for comparing any two features from either the same or different sessions.

4.8 SESSION NOTES AND CLIENT DATA

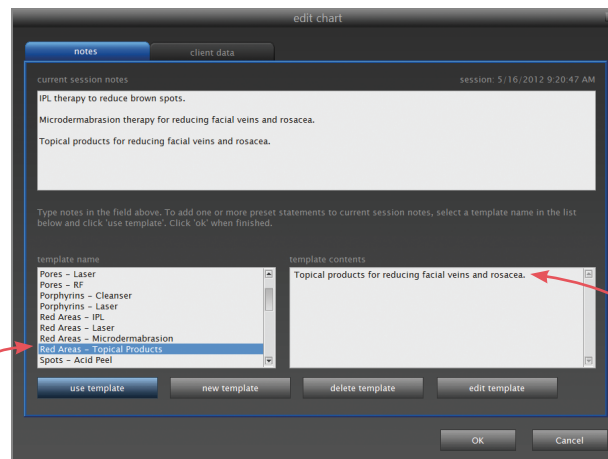
You may add observations and notes to the session record at any time.

Entering notes

1 Click  **edit chart** from any of the View screens to open the **notes** tab of the Edit Chart dialog box. You can also access this dialog box from the New Client/Session screen by clicking  **edit chart**.

The top half of the **notes** tab contains the active Notes field for the current session. The lower half of the **notes** tab contains controls for working with Notes Templates. Templates help you streamline the process of entering session notes.

*edit chart dialog box
(notes tab)*



2 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.

3 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).



4 Repeat Steps 2–3 as needed to add additional template text to the session notes.

5 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.

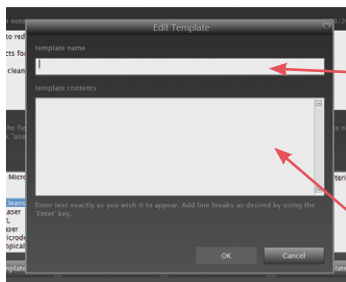
6 When the text in the **current session notes** field appears as you wish, click **OK** to close the Edit Chart dialog box and save your changes.

You may modify existing session notes at any time by repeating Steps 1–6.

Creating a notes template


1 Click  **edit chart** from any of the View screens to open the **notes** tab of the Edit Chart dialog box. You can also access this dialog box from the New Client/Session screen by clicking  **edit chart**.

2 Click **new template** (bottom of the dialog box).





3 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.)

4 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.**

5 When you are satisfied with the Template Contents, click **OK**.



Modifying an existing notes template

1 Click  **edit chart** from any of the View screens to open the **notes** tab of the Edit Chart dialog box. You can also access this dialog box from the New Client/Session screen by clicking  **edit chart**.



- 2 Click to select the desired template in the list.
- 3 Click **edit template**.
- 4 Make the desired changes to the **Name** and/or **Contents** fields.
- 5 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  **edit chart** from any of the View screens to open the **notes** tab of the Edit Chart dialog box. You can also access this dialog box from the New Client/Session screen by clicking  **edit chart**.
- 2 Click to select the desired template in the list.
- 3 Click **delete template**.
- 4 At the prompt, confirm that you have selected the correct template and click **yes**.

Entering client data

- 1 Click  **edit chart** from any of the View screens to open the Edit Chart dialog box. You can also access this dialog box from the New 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**.

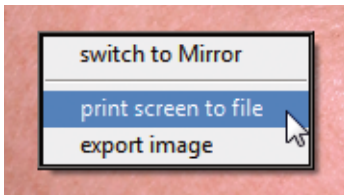
Appointment scheduling

If “enable appointment scheduling” has been selected in Scheduling Options (see [2.7 Scheduling Options](#)), fields appear in the **client data** tab for Next Appointment Date and Time. Information entered in these fields appears on printed reports or may be exported from the Scheduling Options screen for use in a calendar program such as Microsoft Outlook.

4.9 EXPORTING PICTURES

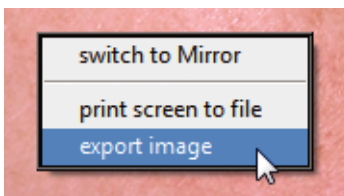
From time to time, you may wish to extract a picture from Reveal for use in another program (such as Microsoft PowerPoint). Reveal allows you to export a picture by itself or export a complete screen as it appears in Reveal.

Exporting a full Reveal screen



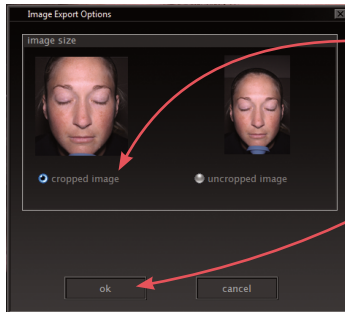
- 1 Right-click on a picture in either of the View screens (View Pictures or Compare Results).
- 2 Select **print screen to file** from the pop-up menu.
- 3 Browse to the folder where you wish to save the exported image file.
- 4 Enter a file name.
- 5 Select a file type: Windows Bitmap (*.bmp), JPEG (*.jpg) or Portable Network Graphics (*.png).
- 6 Click **save**.

Exporting a single high-resolution picture



- 1 Right-click on a picture in the View Pictures or Compare Results screen.
- 2 Select **export 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 **cropped** or **uncropped**.
- 8 Click **OK** to save the image file.



Exporting a combined high-resolution 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.

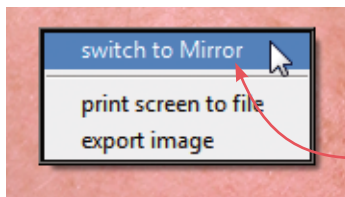
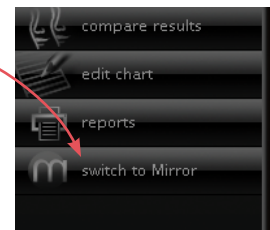
- 1 Right-click on a picture in **overview** or **compare results**.
- 2 Select **export composite image** from the pop-up menu.
- 3 Browse to the folder where you wish to save the exported image file.
- 4 Enter a file name.
- 5 Select a file type: Windows Bitmap (*.bmp), JPEG (*.jpg) or Portable Network Graphics (*.png).
- 6 Click **Save**.
- 7 Select **cropped** or **uncropped**.
- 8 Click **OK** to save the image file.

4.10 SWITCHING TO MIRROR® IMAGE MANAGEMENT SOFTWARE

Many Reveal customers also utilize Mirror Image Management Software from Canfield. If Mirror software is available on the same computer as your Reveal software, you may want to view Reveal images in Mirror, or see other images of the current patient stored in Mirror.

Switch to Mirror

Click  **switch to Mirror** from any of the single-image View Pictures screens to switch seamlessly to Mirror software. Mirror will open with the current Reveal image displayed.



More than one image is typically displayed in **overview** or **compare results**. In this case, float the cursor over the desired image, and right-click the mouse button. Select **switch to Mirror** from the pop-up menu.

CHAPTER 5

Creating Personalized Reports

5.1 PRINT REPORT OVERVIEW

Reveal offers a variety of customizable report templates which may include your client's image in one or both lighting modes, the products and treatments that you recommended, and/or your consultation notes. Your practice information (see [2.6 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, Reveal 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 8 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)



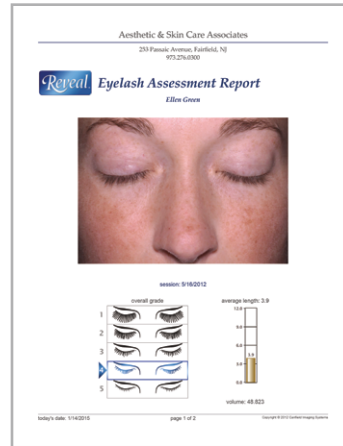
Two selectable images cropped to area of interest, along with personalized recommendations and/or session notes.

Before-and-After (Full Face)



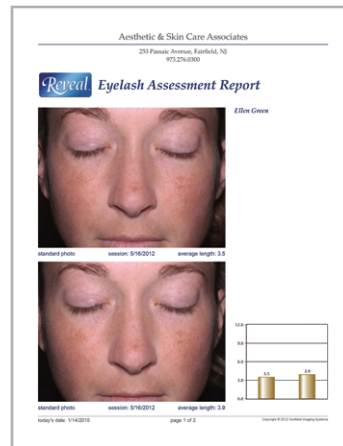
Two selectable full face images, along with personalized recommendations and/or session notes, printed landscape mode.

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.

Overview with Thumbnail Photos (Cropped)



All four skin features cropped to area of interest, along with personalized recommendations and/or session notes.

Recommendations with Selected Photo



Large selectable photo with personalized recommendations and/or session notes.

Overview with Thumbnail Photos (Full Face)




All four skin features, along with personalized recommendations and/or session notes, printed landscape mode.

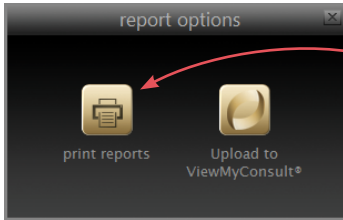
Standard-Red-Brown




Standard photo, Red Areas and Brown Spots images along with personalized recommendations and/or session notes, printed landscape mode.

5.2 CREATING PRINTED REPORTS



1 From any of the View screens click  reports.

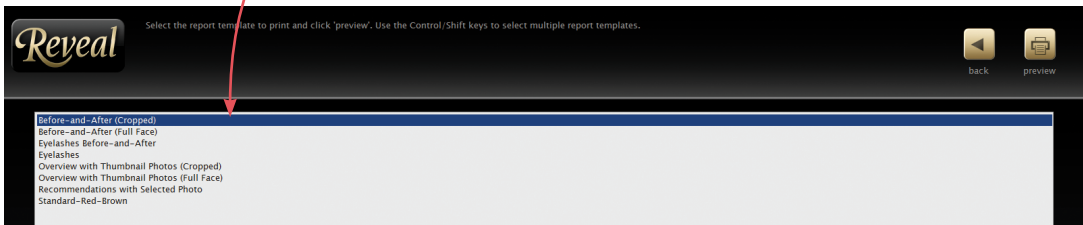


2 If the **report options** dialog appears, click  **print reports**.

- If only one report template was selected in Report Options at set up (see [2.3 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).

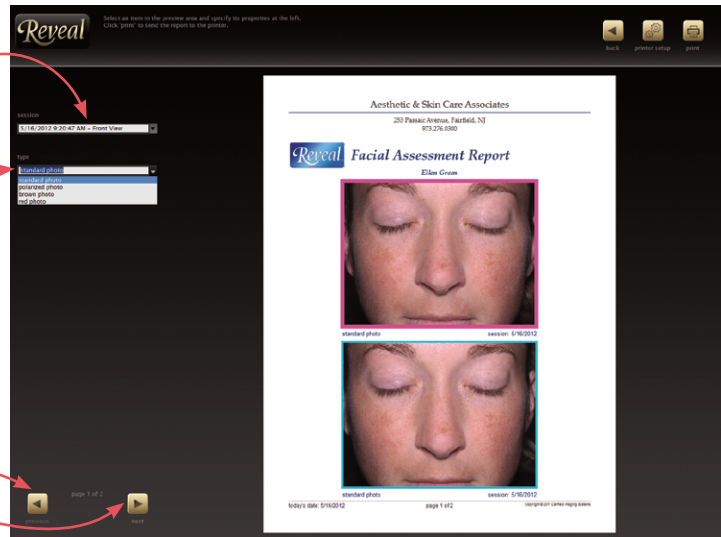
2 If Print Preview was enabled at set up, you will see the Print Preview screen, showing a preview of the selected template.

Selectable images are surrounded by a green box. The active image is highlighted with a thicker pink box. To make selections for a different image, click it to highlight.

Select the desired session and view from the **session** drop-down menu on the left side of the screen.

Select the type of image from the **type** drop-down menu on the left side of the screen.

Navigate between previews of additional templates (if selected) and/or the pages of multi-page reports by clicking **previous** or **next** in the lower left corner of the screen.



3 (Optional) To change the printer, printer properties, print to file, or select multiple copies, click **printer setup**, make your selections, then click **OK**.



4 Click **print** to print the report(s).


5 When printing is complete, the previous View screen is displayed.

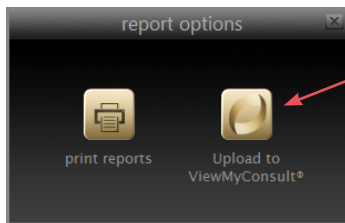



You may click the **home** button (Reveal logo) in the upper left corner of the screen to end the session and return to the Home screen, or click any of the other navigation buttons to continue the session.

5.3 UPLOADING CONTENT TO ViewMyConsult®

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

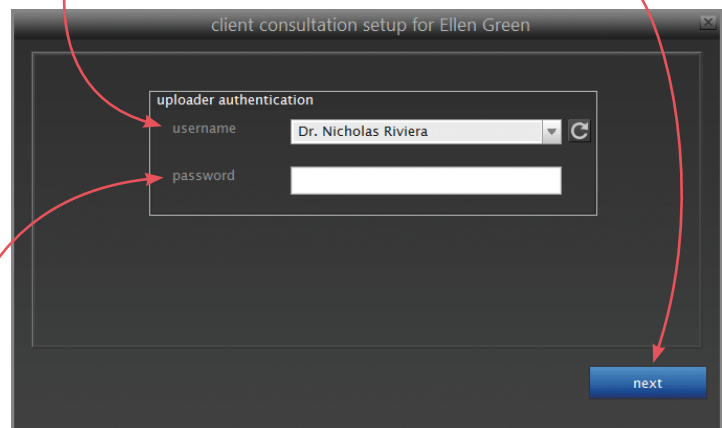
If you are a subscriber to the ViewMyConsult patient portal, the  **reports** button offers the option of uploading the current consultation. This will automatically send an email to your client with a password and instructions for accessing their consultation on the ViewMyConsult.com website.



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


- 5 Enter and confirm the client's e-mail address.
Note: If an e-mail address has been entered in the Reveal client chart, it is displayed in the **client e-mail** field. Verify that the address is current.

- 6 Click in the check box to confirm that the client has signed a consent form for this upload.


- Note:** If your practice is using the optional digital client consent form, it will be displayed on screen. The client should sign the form using a touch screen, mouse or other external graphic input device.

- 7 Click **upload**.

- 8 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  **web & mobile status** on the Reveal 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  **web & mobile status** 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 Reveal application section. Then click “resend” to re-submit the consultation for upload.

CHAPTER 6**Troubleshooting**

Problem	Potential Solution
The camera does not take a picture.	<ul style="list-style-type: none"> • Contact Canfield Technical Support: 1.800.815.4330.
Standard and/or Polarized flashes do not fire.	<ul style="list-style-type: none"> • Contact Canfield Technical Support: 1.800.815.4330.
Reveal software appears to have locked up.	<ul style="list-style-type: none"> • Some operations may take up to one minute for completion. After 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. • If the system remains unresponsive: <ol style="list-style-type: none"> 1 Turn off the Reveal Imager. 2 Restart the computer. 3 Turn the imager on. 4 Restart the Reveal software.
System message: “The required hardware key was not located on the server. Please attach the key.”	<ul style="list-style-type: none"> • 1 Exit the Reveal software. • 2 Turn the imager power off and on again. • 3 Restart the Reveal software. • If the problem persists, <ol style="list-style-type: none"> 1 Exit the Reveal software. 2 Unplug and reconnect the USB cable (at either the imager or computer end—whichever is more accessible.) 3 Restart the Reveal software. • If the problem persists, <ol style="list-style-type: none"> 1 Exit the Reveal software. 2 Plug the USB cable from the Reveal imager into a different USB port on your computer. 3 Restart the imager and computer. 4 Restart the Reveal software. • If the problem persists, contact Canfield Technical Support: 1.800.815.4330.

CHAPTER 7

Maintenance

Cleaning

If the Reveal imager becomes dusty or fingerprinted, you can wipe it clean with a soft cloth. If it is necessary to use a cleaning product, be sure to use one intended for cleaning plastic. The lens should be cleaned only with special lens tissue or cloth intended for that purpose. Do not use glass cleaner on any part of the Imager, as it may damage the surface and detract from its appearance.

Removing the imaging unit

The imaging unit (pod) should only be removed from the upright if it is necessary to return it to Canfield for service. Otherwise, it should remain attached to the upright at all times. Before removing the unit, contact Canfield Technical Support (1-800-815-4330) for instructions on packing and returning it to our service center.



- 1 Disconnect the USB and power cables.
- 2 Press and hold the release button on the front of the unit and gently lift the imaging unit to separate it from the upright.



When reattaching the imaging unit to the upright, press and hold the release button as you slide the unit back onto the upright. **Failure to do this may damage the latching mechanism.**



There are no user serviceable parts inside the Reveal Imager. Under no circumstances should you attempt to open or disassemble it. Doing so will void the warranty, and may expose the user to dangerous electrical hazards.

APPENDIX A

Frequently Asked Questions

A.1 What is the purpose of Reveal?

Reveal is a powerful visual consultation tool which is used to engage clients in evidence based discussions about planned aesthetic treatments. It is an excellent first step for new or prospective clients which allows the skin care professional to clearly demonstrate areas for treatment. Reveal also includes a compelling product recommendations tool which generates printed reports with the client photographs and descriptions of products and treatments recommended during the consultation process.

Reveal can also be used to document the progress of skin care treatments, providing clients with an extra level of assurance that their skin conditions have improved.

A.2 Why does Reveal take two photographs?

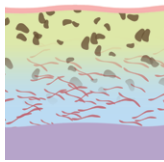
The first picture uses standard flash lighting, and depicts how you look in normal everyday situations. A second picture is taken through crossed polarizing filters, which eliminates surface reflections from your skin. This enables Reveal to see beneath the skin's surface. It is this view which is processed into Red and Brown by Reveal's RBX® software.

A.3 What do the Brown and Red images show?

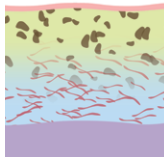
There are five different views available in the Reveal consultation screens:

Standard lighting represents how the complexion typically looks in normal daylight. You can view visible features and coloration on the surface of the skin. The standard lighting image provides a good reference and comparison for the other image types.

Cross-polarized illumination is used to detect sub-surface skin details. By eliminating surface reflections, the underlying structure of the skin is revealed and can be analyzed by Reveal's RBX software. The cross-polarized image is used by Reveal's RBX processing to display both Red and Brown conditions.



Brown Spots are lesions on and deeper within the skin such as hyperpigmentation, freckles, lentigines, and melasma. Brown Spots occur from an excess of melanin, often associated with sun damage. Melanin is produced by melanocytes in the bottom layer of the epidermis. Brown Spots produce an uneven appearance to the skin, and are visualized by RBX Technology using cross-polarized imaging.



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 visualized by the RBX Technology. 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.

3D Viewer helps identify fine lines and wrinkles, and displays them in either natural color, gray scale or color relief. This view is useful in isolating areas for topical or injectable wrinkle treatments.

A.4 Why do the subjects have to close their eyes?

It is more important for Reveal to see the skin on the eyelids than the eyes themselves. Keep in mind also that the subject is very close to the flash. While this could cause temporary discomfort if the eyes were kept open, there would be no harm to the subject.

A.5 Can the subject have make-up on for Reveal photography?

For the best results, the subject's face should be completely clean. Makeup is formulated to conceal skin problems, so it would greatly reduce Reveal's effectiveness.

A.6 Can Reveal screen for skin cancer?

Reveal is not intended as a diagnostic instrument. If you have a suspicious area on your face, or anywhere on your skin, see a dermatologist.

APPENDIX B

Installing Reveal Software On a Network

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

About network authorization

The network option for Reveal allows you to store your data and images on a network server so they may be accessed by multiple Reveal workstations. Reveal software supports “concurrent use” network licensing. This allows multiple installations of the software on one local area network (“LAN”) to share a single hardware key. 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:

License Server — Reveal utilizes the networking component of Canfield’s Mirror software. License Server is a small program that is installed on the network server along with Reveal and manages information on licenses and user databases. The computer that runs the License Server software is referred to as the License Server.



Hardware key — This small device contains license information required by the License Server software. The hardware key must be attached to the computer on which the License Server software will be installed.

Reveal software — To access network databases, the Reveal software communicates with the License Server to determine whether or not a seat license is available.

When you attempt to run the software on a network workstation, the Reveal software on that computer communicates with the License Server via a TCP/IP connection to determine whether or not there is a seat license available. If so, the software launches in network mode and the number of available seat licenses is decreased by one. When the software is closed on a workstation, the number of available seat licenses is increased by one.

If a license is not available when you start the Reveal software, you will see the error message: “Too many copies”. Call Canfield for additional licenses.

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.**

Setting up the License Server

One computer on your network should be designated the License Server. You may or may not choose to run the Reveal software on this computer. However, it is important that the License Server be turned on and connected to the network with the hardware key attached at all times.


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



- 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** Log on to the computer with a user account that has local administrative access privileges.
- 3** Attach the hardware key to an available USB port.
- 4** Close any programs that may be running on the computer.
- 5** Temporarily disable any antivirus software.
- 6** Insert the installer flash drive into an available USB port on the PC.
- 7** Open the Windows Start Menu, then click “Computer” to see connected drives.
- 8** Double click “CANFIELD SW” to open the flash drive.
- 9** Double click “Start”.
- 10** Click to select desired software installation, then click “Install”.
- 11** When the InstallShield welcome screen appears, click **Next** to proceed with installation.
- 12** 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.
- 13** When prompted for setup type, select **Server**, then click **Next**.
- 14** A summary of installation details 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.

- 15** When prompted that installation is complete, click **Finish**. (*Note:* If prompted to do so, you should choose to restart the computer.)
- 16** By default, the software installs a SQL 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 Reveal software.
-  **3** The first time you start your new Reveal software, the Brand Editor dialog box is displayed (see [1.2 Configuring the Product Recommendations Library](#)). If you click **OK** without selecting *any* brands, then no products will appear in Recommendations during Reveal consultations.
- 3** From the Setup Screen, select **Database Management**.
- 4** Click **Database Options**.
- 5** Click the **Database List** tab.
- 6** Click **Create Database**.
- 7** In the **Database Name** field, enter a name for the new database.
- 8** Select the database server from the **Server** drop-down list.
- 9** In the “Path to image files” field, enter a location to store image files for the new database (or click **Browse** to locate/create a folder).
- 10** Select the “Share this database” check box.
- 11** Click **OK**.

12 The Canfield Database Security dialog box appears. Confirm that **Database Role** is set to “CanfieldDB Administrator,” make sure “Domain Users” is selected and click **OK**. (Note: If you do not wish to grant database access to all users on the domain, you may select individual users/groups instead. You may wish to create a specific group for all users of the software.)

13 Select the desired settings for creating backup files and click **OK**. (Note: Schedule the database backup to occur shortly before your regular data backup.)

14 Click **OK** to close the License Server program.

Installing the software on a network workstation



You may install the software on any number of workstations. In order for the program to run on a given workstation and have access to network databases, that computer must have access to the License Server via a TCP/IP connection. The License Server must be turned on with the hardware key connected. There is no need for a hardware key to be connected directly to the workstation.

Follow the steps below to install and configure the Reveal software on a network workstation.

1 During the workstation installation, you will need the Host Name and Host Port of the License Server. This information may be obtained from the License Server (the computer with a hardware key attached to it) by selecting **Programs** from the Windows Start menu, then **Canfield Imaging Systems**, then **License Server Configuration**.



2 Run Windows Update on the workstation to ensure that you are running the most current version of the operating system.

3 Log on to the workstation with a user account that has local administrative access privileges.

- 4 Close any programs that may be running on the workstation.
- 5 Temporarily disable any anti-virus software.
- 6 Follow the steps in [1.1 Installing Reveal Software on a Stand-alone Computer](#).
- 7 Select **Programs** from the Windows Start menu, then **Canfield Imaging Systems**, then **License Client Configuration**.
- 8 In the first row of the table, enter a descriptive name for the License Server in the **Description** column, the Host Name in the **Address** column and the Host Port in the **Port** column (see Step 1).
- 9 Click **Test**. Confirm that a check mark appears in the **Online** column. If a check mark does not appear, confirm that the workstation and the License Server are both connected to the network and that the License Server is turned on with the Canfield Licensing Server software properly installed. If you are still unable to get a check mark to appear in the Online column, contact Canfield Technical Support for assistance.
- 10 Click **OK** to close the License Server Information Editor.
- 11 Open the Reveal software.
- 12 Click  **set up** on the Reveal Home screen.
- 13 Click the **database management** tab.
- 14 Click  **switch database**.
- 15 Select the desired database and click **Open**.

Setting the startup database

By default, Reveal opens a local database each time the software is launched. Follow the steps below to configure a network workstation to open a network database each time Reveal is launched.

- 1 Open the Reveal software on the workstation.
- 2 Click  **set up** on the Reveal Home screen.
- 3 Click the **database management** tab.
- 4 Click  **database options** to open the Database Options dialog box.
- 5 Click the **Database List** tab if it is not already selected.
- 6 Select the network database from the list and click **Set Startup Database**.
- 7 Click **OK** to exit the Database Options dialog box.

 **IMPORTANT: It is a good idea to test a network database before setting it as the startup database.**

APPENDIX C

Data Backup

It is strongly recommended that you backup your client data and pictures on a regular basis. This will allow you to recover the database in the event that your hard drive or system fails, or the data becomes corrupted. A number of good backup programs are available for this purpose, such as Symantec Backup Exec Server.

The location of your client data and pictures depends upon the operating system and Reveal software version you have installed as well as any changes that were made in the Database Management tab of Reveal's Setup (see [2.4 Database Management](#)). If you need assistance determining these locations, call Canfield's Technical Support department at 800-815-4330 or 973-434-1201.

APPENDIX D

Technical Specifications

D.1 REVEAL IMAGER SPECIFICATIONS

- automatic focus
- automated white balance correction
- facial positions: left 45°, center 0°, right 45°
- standard daylight flash lighting
- cross-polarized flash lighting
- size: 21.75 × 6.75 × 14.25 inches
(55.3 × 17.2 × 36.2 centimeters)
- weight: 6.0 Lbs (2.7 kg)

D.2 COMPUTER SYSTEM REQUIREMENTS

- Windows 7 SP 1 (Professional or Ultimate, 64 Bit), or Windows 8.1 (Professional, 64 Bit), or Windows 10 (Professional, 64 Bit)
- 2.0 GHz or faster processor, dual-core recommended
- 40 GB available disk space minimum, 60–80 GB recommended
- Monitor: 1280 × 960 (minimum), 24-bit color display (4K monitors not currently supported)
- USB Port: 1 dedicated port
- 100 MB connectivity (networked workstation only)
- 4 GB RAM
- Internet Explorer 9, 10 or 11



D.3 POWER REQUIREMENTS

- Voltage: 100 to 240 Volts AC (+/- 10%)
- Frequency: 50/60 Hz (+/- 3 Hz)
- Current: 3.2A (rms) for 115V / 1.6A (rms) for 220-240V

APPENDIX E**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.

Warranty/repair

A one-year warranty is provided on Reveal imager 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