

User Guide

version 5

technical support

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REVEAL IMAGER LIMITED ONE-YEAR WARRANTY

Coverage:

A one-year warranty is provided by Canfield Imaging Systems ("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 1-973-276-0336.

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 Imaging Systems
253 Passaic Avenue

Fairfield, NJ 07004-2524 USA

EXTENDED REVEAL IMAGER SERVICE AGREEMENT

Each new Reveal Imager purchase comes with a one-year Service Agreement. The initial 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 Imaging Systems ("Canfield") offers an Extended Reveal Imager 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 Extended Service 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 Service Agreement has expired, Reveal Imager repair, technical support, and software upgrades may still be obtained with individual service charges as noted below^{2–5}.

To enter into an Extended Reveal Imager 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 1-973-276-0336).

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. Return transportation charges to customer will be paid for by Canfield (less 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 Reveal Imager Service Agreement, technical support may be obtained at a rate of \$75 for the first fifteen minutes per call, \$25 for each additional fifteen minutes thereafter.

⁴For customers without a Reveal Imager Service Agreement, a current software upgrade may be purchased at any time for \$1,000.

⁵All pricing subject to change without notice.

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SAFETY AND TECHNICAL INFORMATION

DESCRIPTION OF MARKS



CAUTION and/or **WARNING** — Please read the safety precautions (page iv-v) to ensure safe use of this equipment.



HIGH VOLTAGE — High Voltages are present.





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 ANAESTHETIC 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 Imaging Systems.



Connect equipment only to properly grounded electrical receptacles.



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.

Safety and Technical Information



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 Imaging Systems together with the Reveal Imager.

requirements

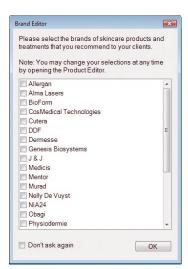
minimum system Before installing the software on a computer not supplied by Canfield Imaging Systems, ensure that it meets the minimum specifications listed in Appendix C.

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

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

- **1** Run Windows Update to ensure that you are running the most current version of the operating system.
- **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 antivirus software.
- **5** Insert the installation disc into the computer's DVD drive. The Canfield Setup program starts automatically. Click "Run setup.exe" in the "Auto Play" box. (Note: If the set-up program does not start automatically, access the DVD drive using **My Computer** from the Windows desktop and click the **setup.exe** program.)
- **6** Select a language for the installer and click **Next**.
- **7** When the InstallShield welcome screen appears, click **Next** to proceed with installation.
- **8** 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.
- **9** Click **Next** to install the Reveal software files to the default location (C:\Program Files\Reveal). If you wish to change the install location, you may do so from this screen.
- **10** 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 software files to the computer's hard drive.
- **11** When prompted that installation is complete, click **Finish**. (Note: If prompted to do so, you should choose to restart the computer.)
- **12** Remove the installation DVD from the drive.
- **NOTE:** If you wish to install Reveal software on a network, see Appendix B.



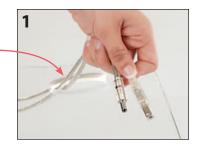
NOTE: The first time you start Reveal software after an installation or upgrade, you will be prompted to select the brands of products that you will be recommending. Only the brands you select will appear in the product recommendations during Reveal consultations.

- Click the checkbox next to each of the brands of skincare products and treatments that you recommend for your clients, then click OK.
- 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 software until at least one brand is selected 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 2.2 Editing the Product Recommendations Library).

2

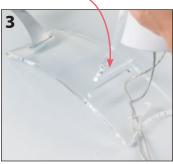
1.2 SYSTEM SET-UP

assembling the 1 Thread the power cable **imaging unit** 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 NOTE: If your printer was not purchased with the (optional) 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.

1.3 UNINSTALLING REVEAL SOFTWARE

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

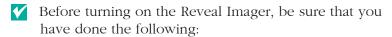
- 1 Click Start
- 2 Select Settings, Control Panel
- **3** Click the **Add/Remove Programs** icon
- **4** Select the Canfield Facial Imager software from the list of programs.

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

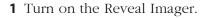
CHAPTER 2

Customizing the Settings for Your Reveal System

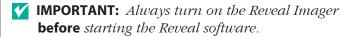
2.1 SYSTEM START-UP



- 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.



- **2** Turn on the printer (if present).
- **3** Turn on the computer.



4 Double-click the **(C)** Canfield Facial Imager icon to start the software.



2.2 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 page 1-3).

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.

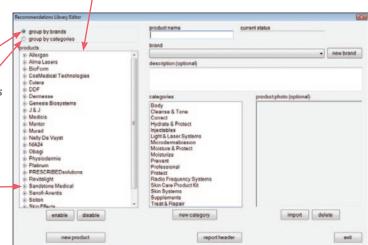
The skincare products and treatments that you add or enable in this dialog box will be available for you to recommend to your clients when you navigate to the Recommendations screen during a Reveal consultation. The products and services you recommend for your client during the Reveal consultation will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

Library Editor dialog box

The Recommendations Click the product editor button at the bottom of the Reveal Home screen.

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

- You may click one of the radiobuttons 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.



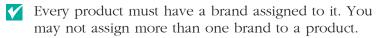
- **Each product or** Category describes the type of product or treatment, **treatment listing** for example, Protect, Moisturize, or Cleanse & Tone. consists of five Available products and treatments are listed according **attributes.** to their assigned category in the Recommendations screen if the **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 button below the enable or disable 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** 1 Click new product (below the **products** pane) to **product or treatment** 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 new brand;
 - type the brand name into the **name** field in the dialog box;
 - click save



Customizing the Settings for Your Reveal System

- **4** Select a category from the **category** pane or, if needed, add a new category to the list:
 - click new category ;
 - type a name for the category into the **name** field in the dialog box;
 - click save .
- 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 import (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 delete (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 save (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.

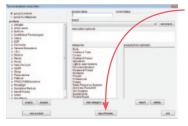
- **editing a product** 1 Click on a product name in the **products** pane to **or treatment** display the details for that product.
 - **2** Make the desired changes to the product details in the same manner as adding a new product above. To change the product photo, delete the current image and import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

When you have finished making the desired changes to the Recommendations Library, click exit click **home** to return to the Reveal Home screen.

2.3 EDITING THE PRINT REPORT HEADER

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

1 Click the **product editor** button at the bottom of the Reveal Home screen.



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

Print Template Setup

use letterhead

Office Name: [Type your office name here]

Address & Telephone: [Type your address here] [Type your telephone number here]

Report Title: Facial Assessment Report

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

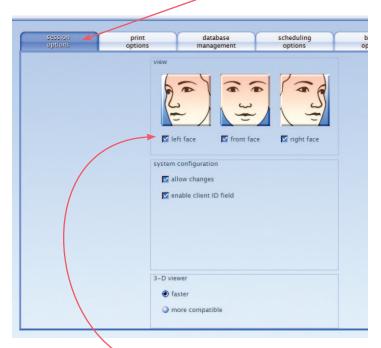
- **4** Press the Tab key to advance to the **Address & Telephone** field and type your address in a single line.
- **5** Press the Enter key and type your telephone number(s) in a single line. (If your address and telephone exceeds two lines, your office information may print over the pre-formatted 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 exit to close the Recommendations Library Editor and then click home to return to the Reveal Home screen.

2.4 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 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.

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.

2.5 PRINT OPTIONS

Reveal offers a choice of 6 print report templates (see Chapter 5: Printing Personalized Reports), all of which are available at print time by default.

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

print options screen



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, can be customized at the time of printing (see *5.2 Printing Reports*). To enable this capability, the **enable print preview** box (lower left corner of Print Options screen) should be checked.



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

2.6 DATABASE MANAGEMENT

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

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

database management screen



deleting a client Follow the procedure below to completely remove a **RECORD** 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 **Q** 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 **Q** 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 **M** delete client. (You will be given an opportunity to confirm your selection.)

THIS CANNOT BE UNDONE.

deleting a client Follow the procedure below to completely remove one **SESSION** 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 **\rightarrow** 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 **Q** 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 **(M)** delete session. (You will be given an opportunity to confirm your selection.)

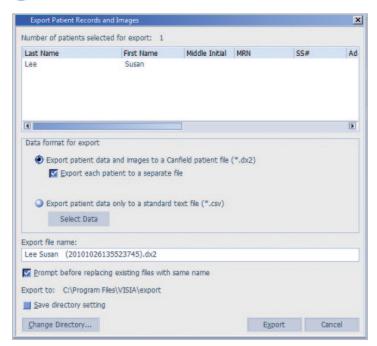
THIS CANNOT BE UNDONE.

- **6** Repeat steps 4–5 to delete additional sessions for the current client.
- **7** Click **3** back to delete sessions from another client or click **| exit** to return to the Database Management screen.

EXPORTING The Export Clients command saves a complete client a client record 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 阃 export clients.

export clients screen



2 Enter the name (or partial name) of the client you wish to export and click **Note** 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 **a** 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.)

- **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.
- **4** Select the **Export each patient to a separate file** check box if you wish to allow client records to be imported on an individual basis. With this option selected, each client record is stored as a separate file that is independent of the others. The software automatically assigns a filename to each of these files made up of the client name and a unique number.

If you wish to export all selected clients to a single file, clear the **Export each patient to a separate file** check box. Clients exported to a single file cannot be imported individually. Opening a file that contains multiple client records imports all clients in that file. (However, client records will be separate once they are imported.) The software automatically assigns a name for the export file. You may enter a different filename if you wish.

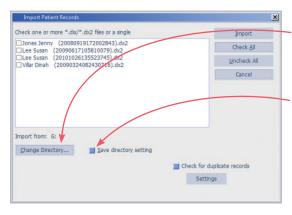
IMPORTANT: The output filename must end in ".dix" or ".dx2" in order to be imported into a Reveal or Mirror system.

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

IMPORTING Use the Import Clients command to add a client record **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.

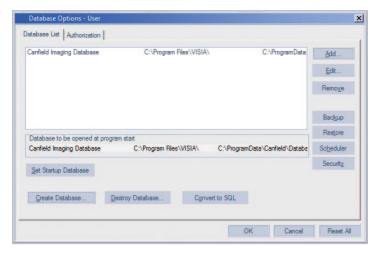


- **4** To avoid importing duplicate client records:
 - Select the **Check for duplicate records** check box.
 - Click the **Settings** button to select which fields to compare when checking for duplicate records.
 - To make these settings the default for future imports, select the Save settings check box.
 - Click **OK**.
- **5** 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.



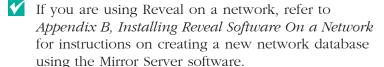
CAUTION — The Backup and Restore functions in the Database List tab do *not* back up or restore image files. To protect against data and image loss from a hard drive or system failure, your data and images should be backed up to an external location. See *Appendix C*, *Data Backup*.

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



Customizing the Settings for Your Reveal System

- **1** Log on to the Reveal computer with a user account that has local administrative access privileges.
- **2** Launch the Reveal software.
- **3** Click **3** set up on the Reveal Home screen.
- **4** Click the **database management** tab.
- **5** Click **\sqrt{a}** 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 **Solution** set up on the Reveal Home screen.
- **2** Click the database management tab.
- **3** Click **S** 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).

Customizing the Settings for Your Reveal System

setting the Follow the steps below to select which database opens **startup database** 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.

2.7 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 **J** 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.

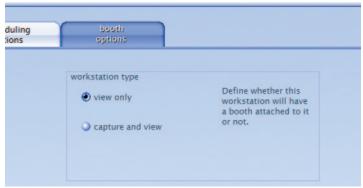
When you have finished making the desired changes to Scheduling Options, click a different tab or click **home** to return to the Reveal Home screen.

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.





- 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. Replacements should only be ordered from Canfield Imaging Systems.

A protective camera lens filter. The filter is located inside the Reveal Imager, directly in front of the camera. If this filter is damaged or scratched, a replacement can be ordered from Canfield Imaging Systems.

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 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.

Reveal home screen



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.



product editor to access and edit the Recommendations Library.



set up to customize the settings for your Reveal system (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** 1 To allow the most accurate visualization of skin first picture 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



- client ID allows you to assign an optional alphanumeric identifier to each client. (Note: The Client ID field does not appear if the "Enable Client ID field" option on the Session Options screen has been cleared. See 2.4 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 **Q** 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 2.4 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

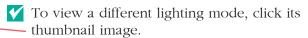
in the correct direction for the selected view (e.g., for Left Face, the client's body should face right).

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

7 Click **(a)** 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?".



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.)

- **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 **(iii)** 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).

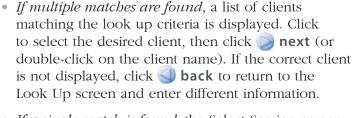
3.4 CAPTURING IMAGES OF A RETURNING CLIENT

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.

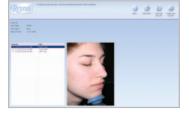




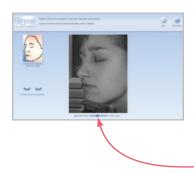
- **2** Enter information in the look-up fields. If you wish, you may enter only partial information, such as the first letter of the last name. To see a list of all clients, leave all look-up fields blank.
- 3 Click **N** look up client.



- *If a single match is found*, the Select Session screen appears.
- **4** On the Select Session screen, click **(3)** 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** 1 To allow the most accurate visualization of skin first picture for a features, the client should be instructed to clean her returning client 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 **(a)** 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.

a returning client



additional views for 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 **(iii)** 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.

follow-up sessions

face alignment in 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

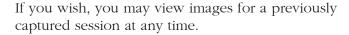
The Reveal Consultation

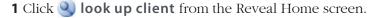


Once images for a new Reveal session have been captured, the most recently captured image opens automatically in **View pictures**.

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



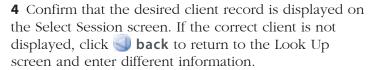


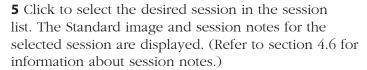


2 Enter information in the look-up fields. If you wish, you may enter only partial information, such as the first letter of the last name. To see a list of all clients, leave all look-up fields blank.



- 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.





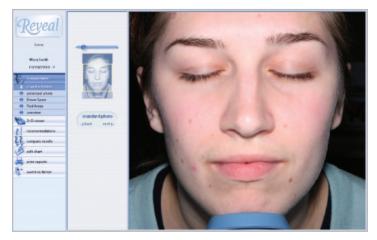
Note: An asterisk (*) before a session date indicates that the images for that session were captured with a different Reveal Imager than the one in use. In this case, comparisons between sessions will be less accurate.

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



4.2 VIEW PICTURES

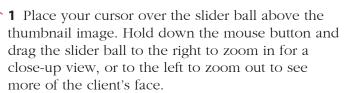
view pictures screen

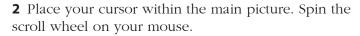


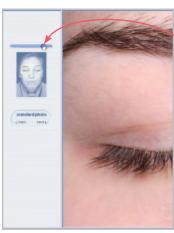
View Pictures, the main screen used during a Reveal consultation, displays the image for the current session.

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









Chapter 4



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

- **1** Place your cursor within the yellow box in the thumbnail image. Hold down the mouse button and drag the yellow box to any area of the picture. The magnified view of the main picture will track the movement of this control.
- **2** 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.

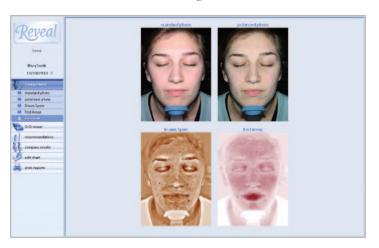
viewing the To view the unprocessed unprocessed image cross-polarized image, right-click over a Red Areas or Brown Spots image and select display unprocessed image from the pop-up menu.



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.

view pictures screen (overview)



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

4.3 Sand 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.

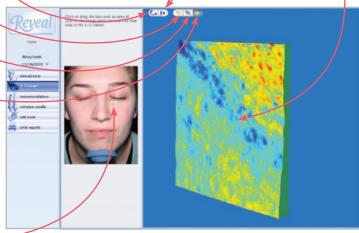
Click Return to stop rotation and return to frontal view.

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

4.4 **L** COMPARE RESULTS

compare results screen (standard and Brown Spots)



The Compare Results screen displays two images sideby-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



The zoom control allows you to magnify selected areas of both images in tandem. Two ways to **change magnification:**

- 1 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.
- **2** 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.

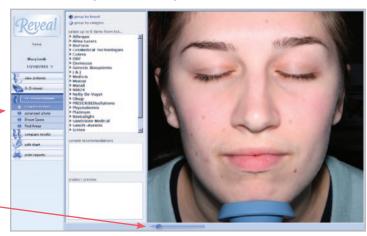
Fading the opacity of the right image is particularly useful for visually showing treatment progress by comparing a single feature from two sessions. The fade control can also be used for comparing any two features from either the same or different sessions.

4.5 RECOMMENDATIONS

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

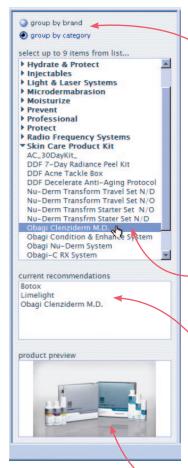
The **zoom** slider control for image magnification is available at the lower edge of the screen.

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



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 (see *2.2 Editing the Product Recommendations Library*).

^{*}The products listed are representative of typically used products/treatments in a medical practice. The products used in your practice/spa may vary, and this list can be customized accordingly using the Recommendations Library Editor (see 2.2 Editing the Product Recommendations Library).



The Product Selector tool 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, regardless of brand, 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.
- 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** button on your keyboard.
- As you mouse over the name of a product in the Selection or Current Recommendations pane, its corresponding picture (if available) is displayed in the **product preview** pane. The pictures for your selected recommendations will appear on the printed report alongside their corresponding product names and descriptions.

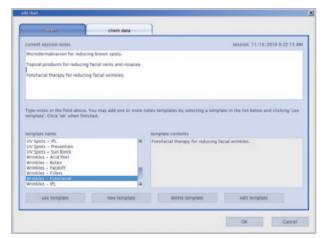
Your selected recommendations are automatically saved in the session record when you leave the Recommendations screen. They may be changed at any time in future sessions or in the current session by returning to the Recommendations screen.

4.6 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**.

edit chart dialog box (notes tab)



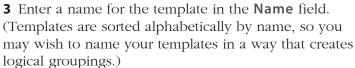
The top half of the **notes** tab contains the active Notes field for the current session. The lower half of the notes tab contains controls for working with Notes Templates. Templates help you streamline the process of entering session notes.

- **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.

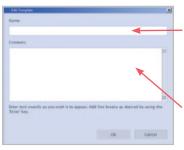
You may modify existing session notes at any time by repeating Steps 1–6.

creating a 1 Click **// edit chart** from any of the View screens **notes template** 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**.





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 1** Click **// edit chart** from any of the View screens **notes template** 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 **deliction** 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 **(b)** 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.

4.7 EXPORTING PICTURES

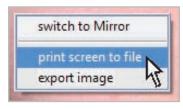
From time to time, you may wish to extract a picture from Reveal for use in another program (such as Microsoft PowerPoint). Reveal allows you to export a picture by itself or export a complete screen as it appears in Reveal.

full Reveal screen

exporting a 1 Right-click on a picture in either of the View screens (View Pictures or Compare Results).

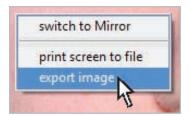


- **3** Browse to the folder where you wish to save the exported image file.
- **4** Enter a file name.



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

high-resolution picture Compare Results screen.



- **exporting a single 1** Right-click on a picture in the View Pictures or
 - **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. cancel

high-resolution picture

exporting a combined 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.

4.8 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

Printing Personalized Reports

5.1 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 *2.3 Editing the Print Report Header*), client's name, and session date also appear on the printed reports.

When you select a report template from the Print Reports 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 6 print report templates. The samples show how each report 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.

Overview with Thumbnail Photos (Cropped)



All four skin features cropped to area of interest, along 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.

Recommendations with Selected Photo



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

Standard-Red-Brown



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

5.2 PRINTING REPORTS

- **1** From any of the View screens click **| print reports**.
- If only one report template was selected in Print Options at set-up (see 2.5 Print 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 Print Options at set up, a list of the available report templates is displayed.



- The last 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).

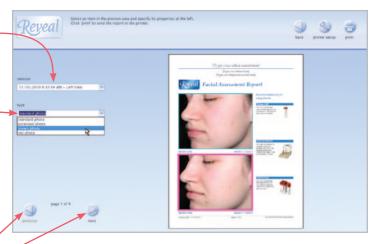
2 If Print Preview was enabled at set up, you will see the Print Preview screen, showing a preview of the selected template.

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-downmenu 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**.



Printing Personalized Reports



- **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.

CHAPTER 6 Troubleshooting

Problem	Potential Solution		
The camera does not take a picture.	• Contact Canfield Technical Support: 1.800.815.4330.		
Standard and/or Polarized flashes do not fire.	• Contact Canfield Technical Support: 1.800.815.4330.		
Reveal software appears to have locked up.	• 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: 1 Turn off the Reveal Imager. 2 Restart the computer. 3 Turn the imager on. 4 Restart the Reveal software. 		

Chapter 6

Problem	Potential Solution
System message: "The required hardware key was not located on the server. Please attach the key."	 1 Exit the Reveal software. 2 Turn the imager power off and on again. 3 Restart the Reveal software. If the problem persists, 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, 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 The imaging unit (pod) should only be removed from imaging unit 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 The network option for Reveal allows you to store your authorization 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 One computer on your network should be designated License Server 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** From the **Start** menu on the desktop, select Programs, then Canfield Imaging Systems.
- **2** From the Canfield window, select **License Server** Start.

- **creating a** 1 Log on to the License Server with a user account that **network database** 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.
 - The first time you start your new Reveal software, the Brand Editor dialog box is displayed (see page 1-3). 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.)

If you do not have the full version of SQL 2005 software installed, you will see an error message. Click **OK** and continue to *Installing the software on a network workstation* below.

If you have installed the full version of SQL 2005 software:

- **13** The Canfield Database Agent Scheduler dialog box appears. Make sure the "Enable Schedule" check box is selected.
- **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 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 antivirus 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 By default, Reveal opens a local database each time the **startup database** 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 **Solution** set up on the Reveal Home screen.
- **3** Click the **database management** tab.
- **4** Click **S** 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 12.5.

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 *2.6 Database Management*). If you need assistance determining these locations, call Canfield's Technical Support department at 800-815-4330 or 973-276-0336.

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

- Intel[®] Core[™] 2 Duo Processor, 2.00 GHz or faster
- Windows 7 Ultimate or Professional 64 bit
- Internet Explorer 8
- 4 GB RAM
- 64 MB graphics memory

Appendix D

- DVD Drive
- Hard drive minimum: 60 GB; recommended: 160+ GB
- Monitor: 1280 × 800 24-bit color display
- USB Port: 1 dedicated port and 1 port for optional printer

D.3 POWER REQUIREMENTS

- Voltage: 100 to 240 Volts AC (+/- 10%)
- Frequency: 50/60 Hz (+/- 3 Hz)
- \bullet Current: 0.6A (rms) for 100V / 0.3A (rms) for 240V

APPENDIX E

Support Information

technical support Technical support is available at 1-800-815-4330. Hours of support are from 7:00 a.m. EST to 7:00 p.m. EST Monday–Thursday; 7:00 a.m. to 5:30 p.m. EST 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 Imaging Systems 253 Passaic Avenue Fairfield, NJ 07004-2524 USA