

CHOWIS

YOUR CHOICE OF DIAGNOSIS



dp harris

USER MANUAL

DERMOBELLÄ 2
Hair App

For more information visit us at www.chowis.com

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SAFETY PRECAUTIONS

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

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

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

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

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

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

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

You must only use the provided accessories with the device.

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

Do NOT use the handset while charging.

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

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

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

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

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

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

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

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

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

SAFETY PRECAUTIONS

Do not disassemble the handset

Do not disassemble the handset. It will impact to the entire Diagnosis System and the warranty will not be applied.

Do not clean the handset with any chemical substances.

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

The handset may cause interference with other handsets.

DEVICE OVERVIEW

HANDSET



DOCK



1. Optical Unit: Skin
2. Optical Unit Release Button
3. Charging Pin
4. Serial Label
5. Optical Number
6. Battery Indicator
7. Measurement Mode Indicator

8. Mode/Focus Button
9. Capture Button
10. Power Switch
11. Dock
12. Power Adaptor Jack
13. Power Switch

PACKAGE INCLUSIONS



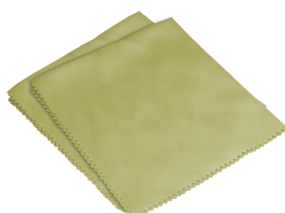
DS Harris Device



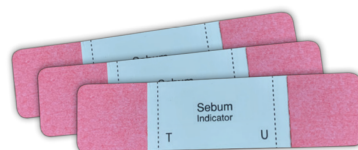
Quick Manual



5-pin USB Cable



Cleaning Cloth



Sebum - 2 pack
(50pcs/pack)
(100 Treatments)

HOW TO INSTALL

INSTALLING THE DERMOBELLA HAIR 2 APP

1. Open App Store/Play Store and search “Chowis”.



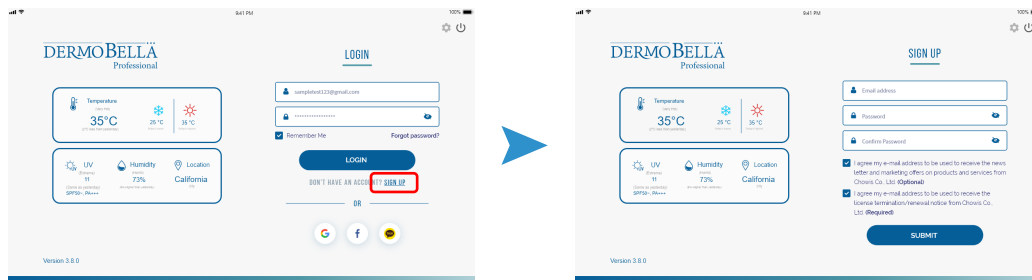
2. Select DermoBella Hair 2 Cloud app and tap install.



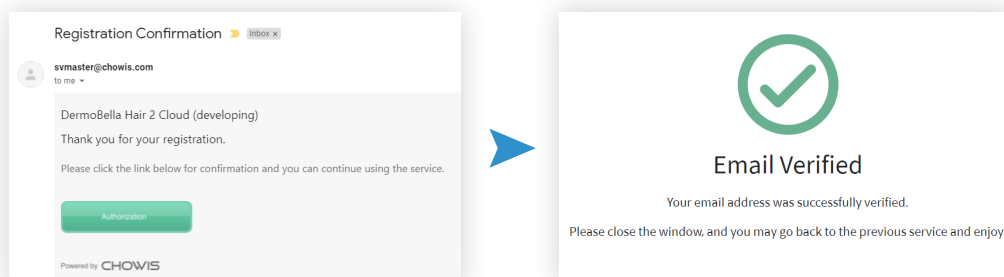
HOW TO SIGN UP

SIGN UP ACCOUNT

1. Open DermoBella Hair 2 app.
2. Tap “SIGN UP” to create an account.
3. Fill-up all of the information provided and tap “SUBMIT”.

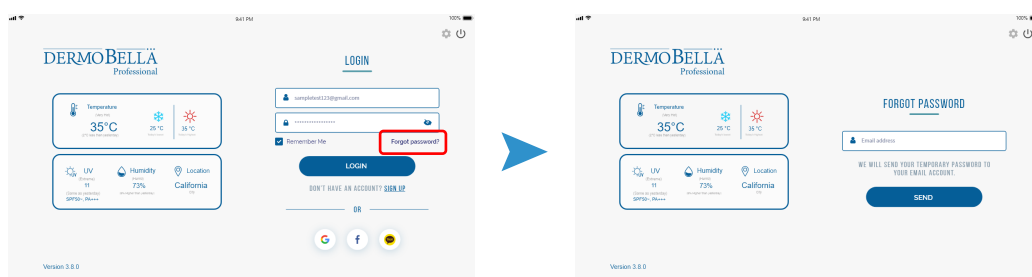


4. Once registration is complete, there will be a confirmation link that will be delivered to your registered email account.
5. Click on the link that has been sent to your email account to verify your email.



FORGOT PASSWORD

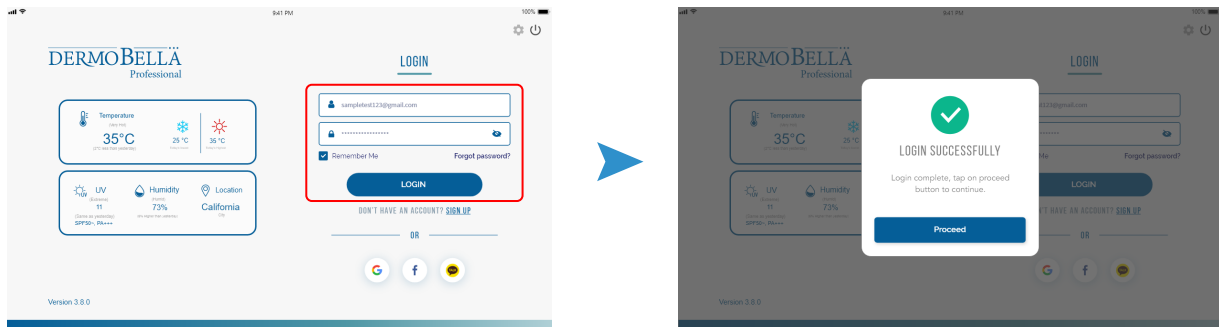
1. Open DermoBella Hair 2 app.
2. Tap “FORGOT?” and input recovery email address then press “SEND” button.
3. After pressing “SEND” button, the new password will send to your recovery email address.



HOW TO LOGIN

LOGIN ACCOUNT

1. Open DermoBella Hair 2 app.
2. Login your account and tap “Login” button to logging in to the app, then press “Proceed” button to continue.



HOW TO ACTIVATE DEVICE

DEVICE ACTIVATION

1. After Login successful, Scan the Device QR code or the Paper QR Code to activate the device.



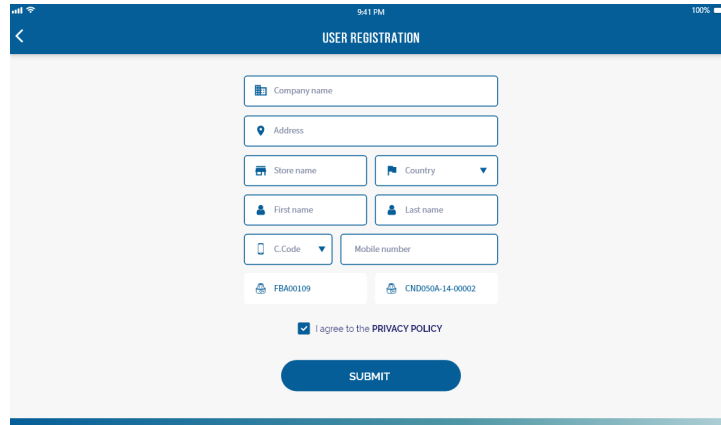
2. Or you can select “Manual Input” to manually input the Optic Number and Serial Number of your Device.



USER PROFILE

USER REGISTRATION

1. Fill in the needed data under User Profile.



The screenshot shows a mobile app interface for 'USER REGISTRATION'. The form includes fields for 'Company name', 'Address', 'Store name', 'Country' (dropdown), 'First name', 'Last name', 'C.Code' (dropdown), and 'Mobile number'. Below these are two checkboxes for 'FB400109' and 'CND050A-14-00002'. A checkbox for 'I agree to the PRIVACY POLICY' is also present. A blue 'SUBMIT' button is at the bottom.

ANALYSIS FLOW

SELECT MODE OF DIAGNOSIS

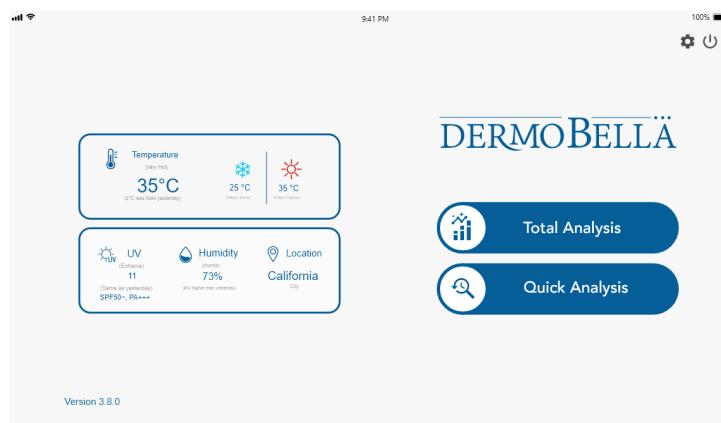
Two options are provided on the main screen – total diagnosis or quick diagnosis;

TOTAL DIAGNOSIS

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

QUICK DIAGNOSIS

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

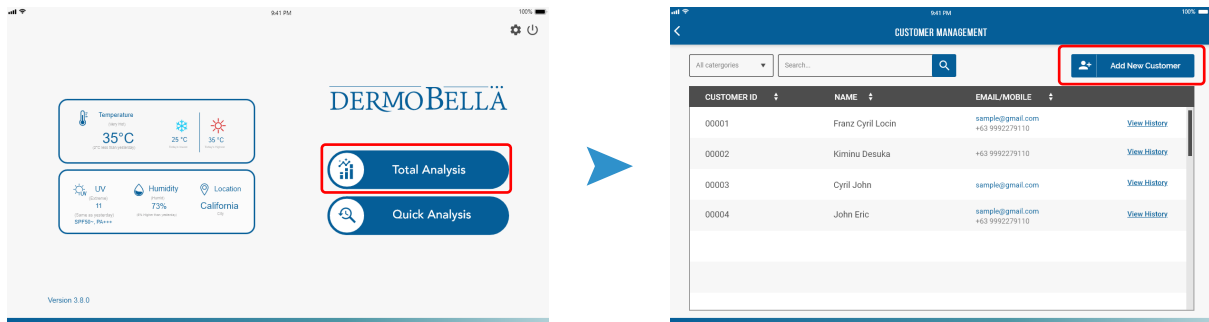


ANALYSIS FLOW

TOTAL DIAGNOSIS

NEW CUSTOMER

1. Press **TOTAL DIAGNOSIS** from the main screen and select **NEW CUSTOMER**.

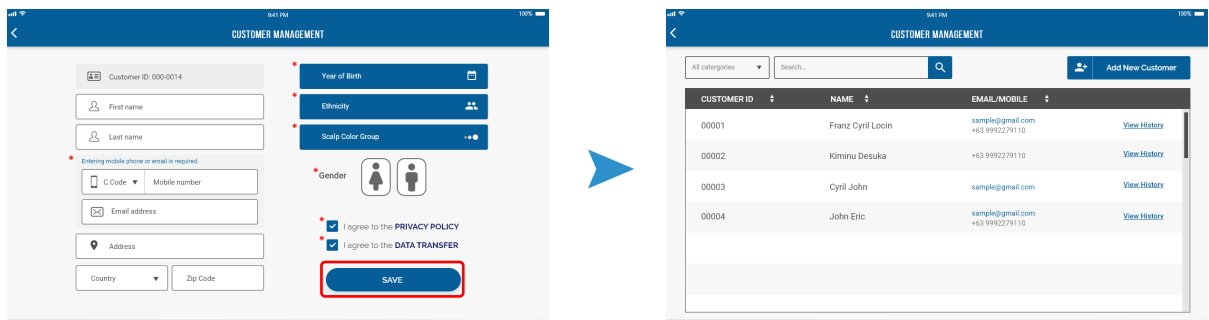


2. Fill in the needed data under New Customer.

The screenshot shows the 'CUSTOMER MANAGEMENT' screen with a form for adding a new customer. The form includes fields for Customer ID (000-0014), First name, Last name, C.Code, Mobile number, Email address, Address, Country, and Zip Code. There are also dropdown menus for Year of Birth, Ethnicity, Scalp Color Group, and Gender. Checkboxes for 'I agree to the PRIVACY POLICY' and 'I agree to the DATA TRANSFER' are present. A 'SAVE' button is at the bottom right. Red asterisks (*) indicate required fields.

NOTE: All information with “*” are important and must be fill out.

3. Press SAVE after all information is entered and the customer registration is now completed.

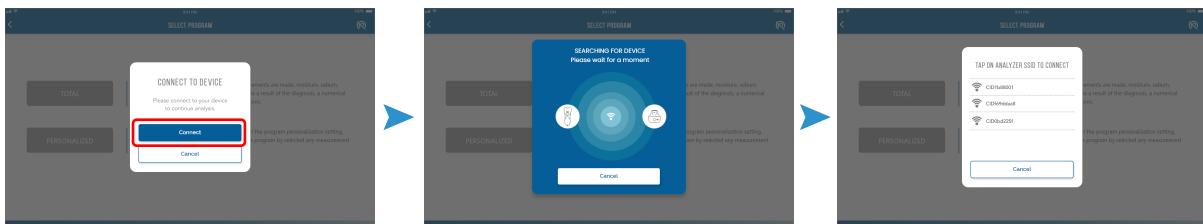


ANALYSIS FLOW

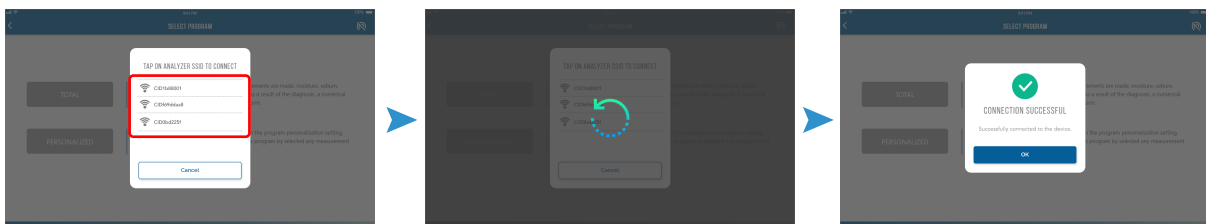
TOTAL DIAGNOSIS

Device Connection (Device Mode)

1. For first time use of device a pop up message will show up, tap **“Connect”**
2. Devices will search for an available Wi-Fi device, check the SSID number written on the handset and that which is written on the tablet screen.

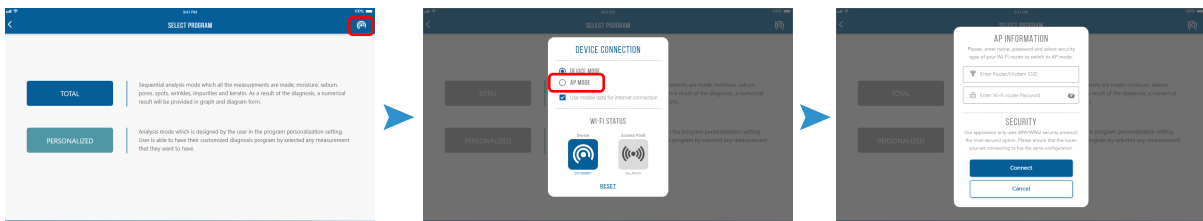


3. Match SSID: If you are able to find the same SSID number, tap the SSID number and wait until the device is connected with the tablet.



Device Connection (AP Mode)

1. Tap the connection Icon in the upper right corner besides DermoBella logo.
2. Input router's name and password first and then switch to AP mode and wait until it connect.



3. After entering the router's name and password, tap **“Save”** and wait until the Wi-Fi is connected to the tablet.

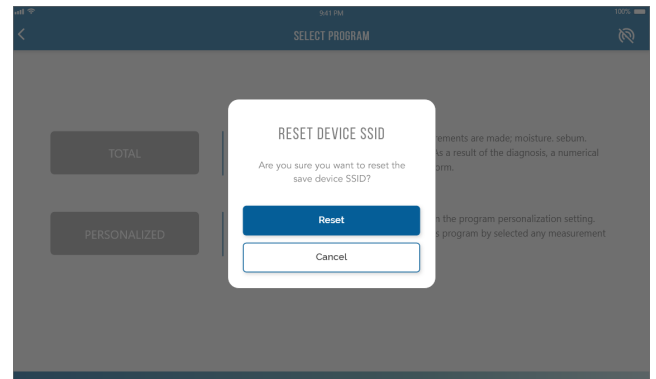
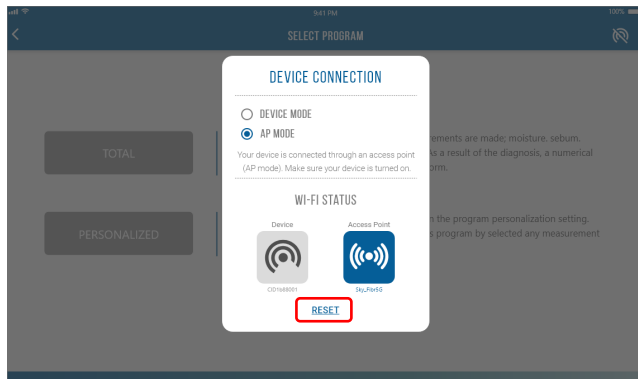


ANALYSIS FLOW

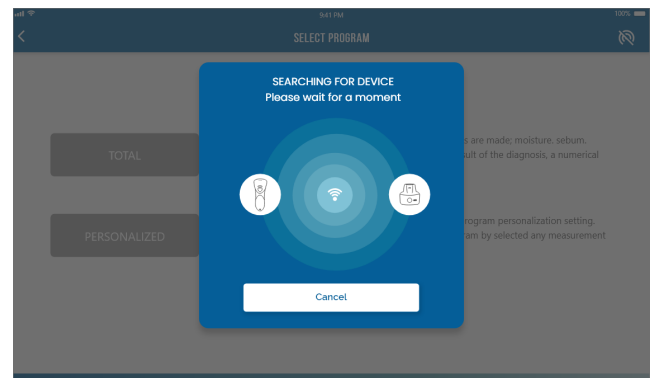
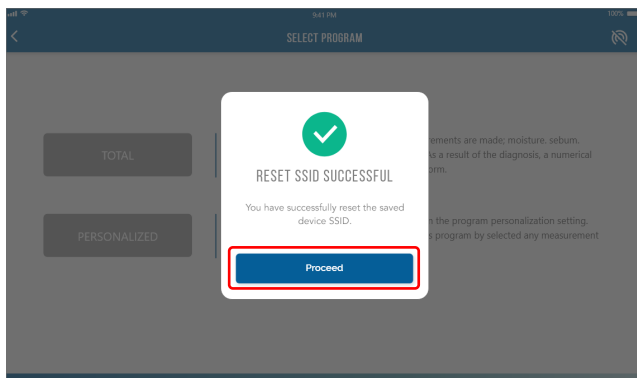
TOTAL DIAGNOSIS

Device Connection (Reset)

1. Tap the connection Icon in the upper right corner besides DermoBella logo.
2. Press the **“Reset”** button to reset or remove all saved SSID to the App.



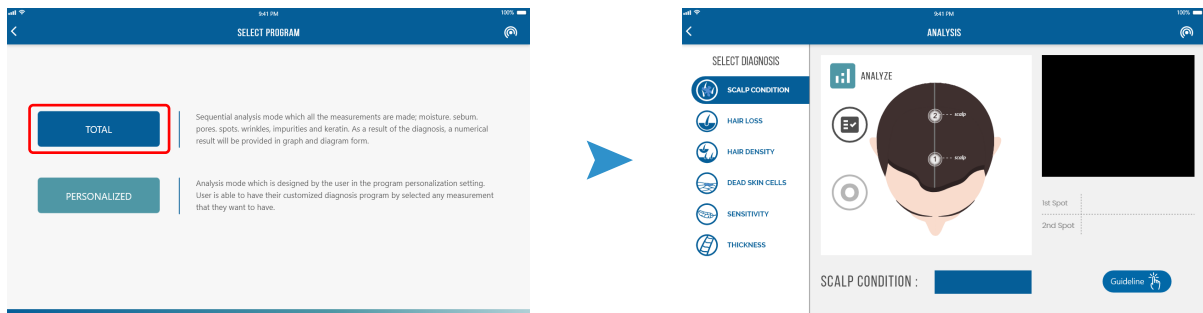
3. After successfully reset the SSID tap **“Proceed”** to scan again for available SSID.



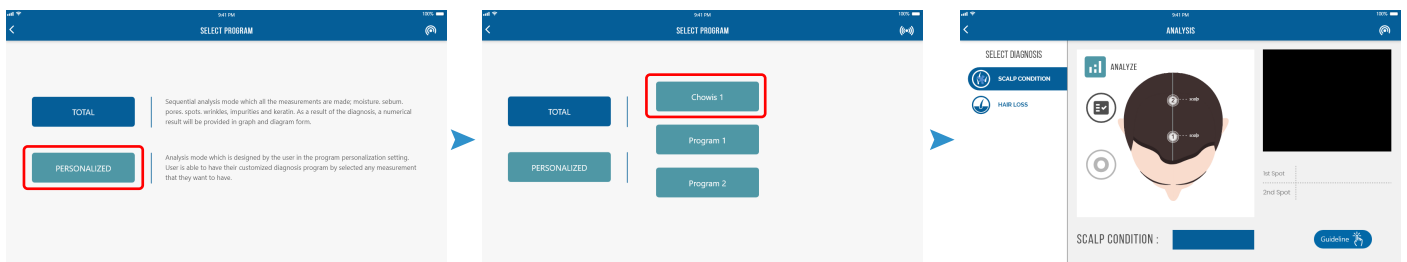
ANALYSIS FLOW

SELECT PROGRAM

1. **TOTAL** - Sequential analysis mode which all the measurements are scalp condition, hair loss, hair density, dead skin cells, sensitivity and hair thickness. As a result of the Diagnosis, a numerical result will be provided in as a graph and diagram.



2. **PERSONALIZED** - Analysis mode which is designed by the user in the program personalization setting. User is able to have their customized diagnosis program by selecting any measurement that they want to have.

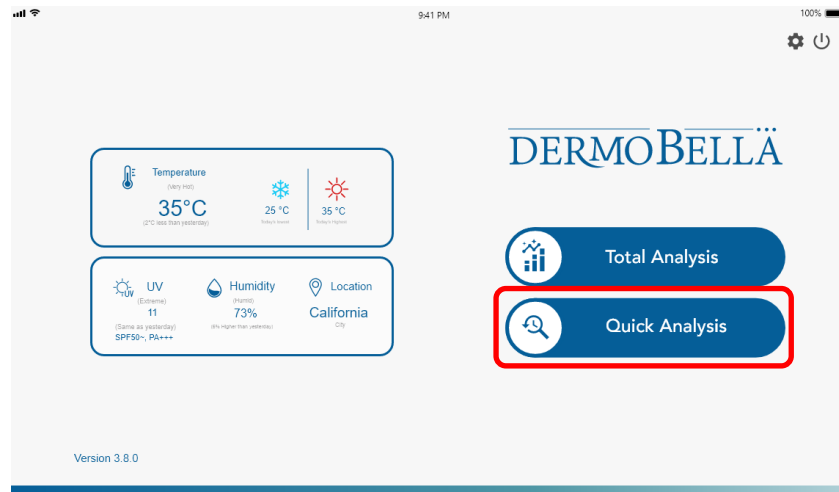


ANALYSIS FLOW

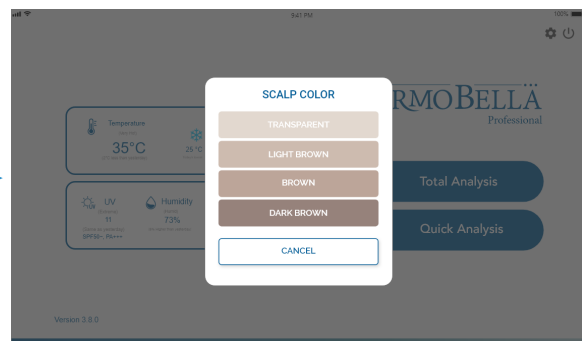
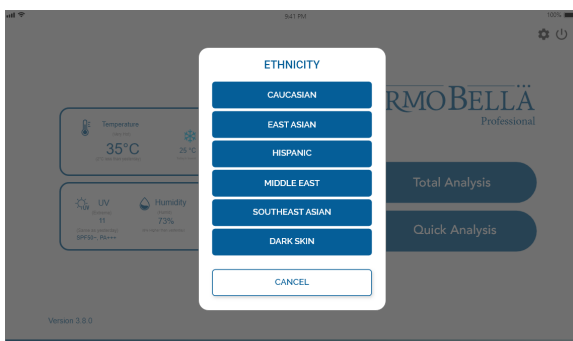
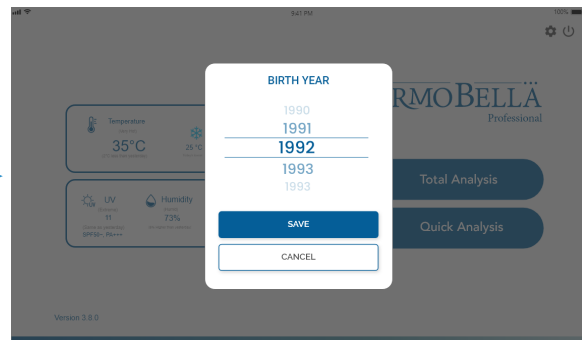
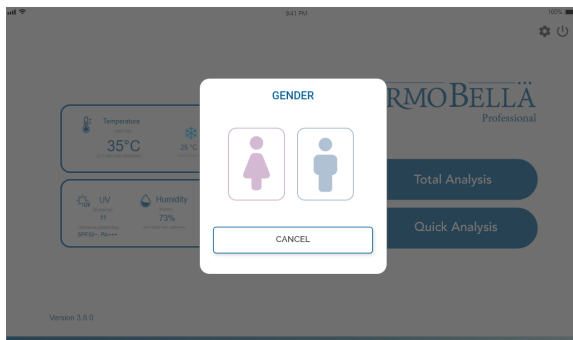
QUICK DIAGNOSIS

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

1. Select “Quick Diagnosis”.



2. Choose Gender, Birthdate, Ethnicity and Scalp Color Group.

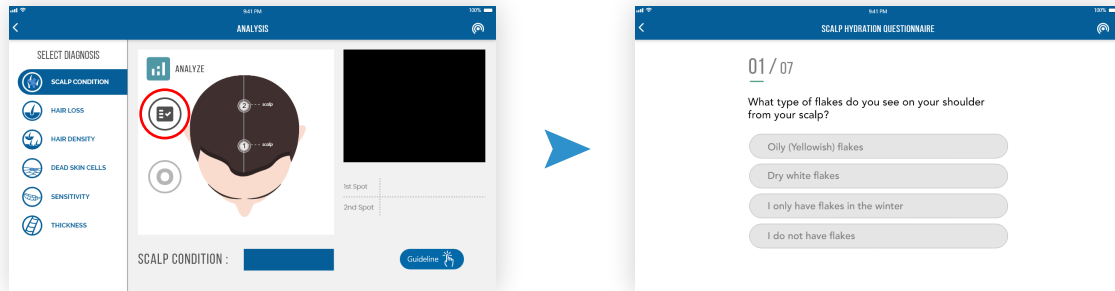


ANALYSIS FLOW

TOTAL PROGRAM

SCALP CONDITION

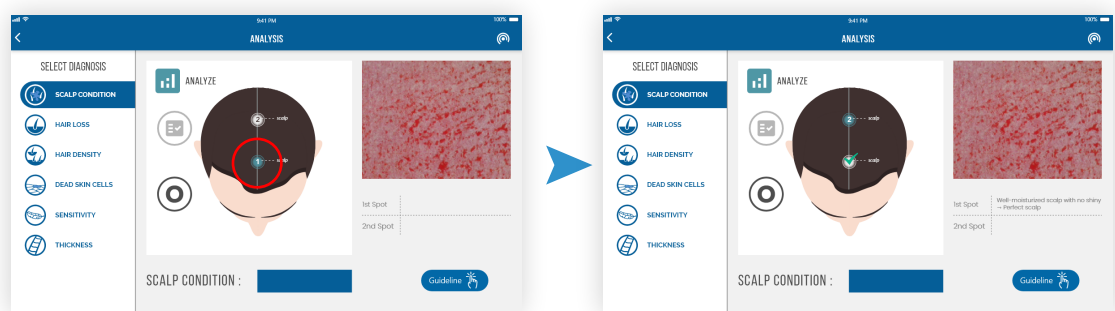
1. Select “” for scalp condition questionnaire, and “O” for sebum measurement.



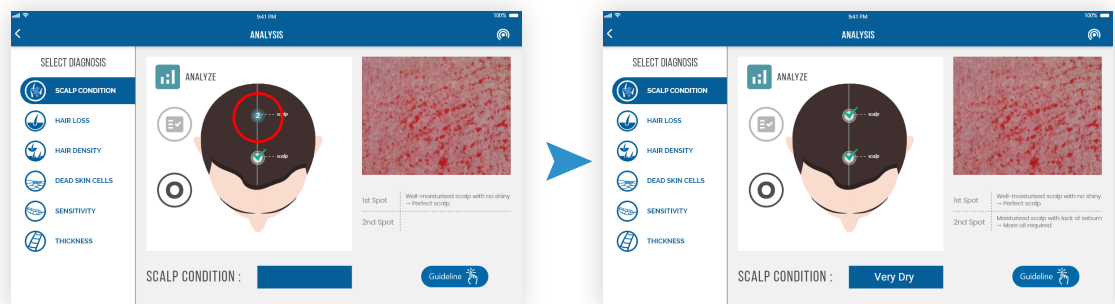
2. For oil measurement, dab the pink part of the sebum paper to the 1st and 2nd spot scalp area gently for about 3 seconds. Then, take the sebum paper images with the device.



3. Capture 1st spot on the sebum paper using the device for measure.



4. Capture 2nd spot on the sebum paper using the device for measure.

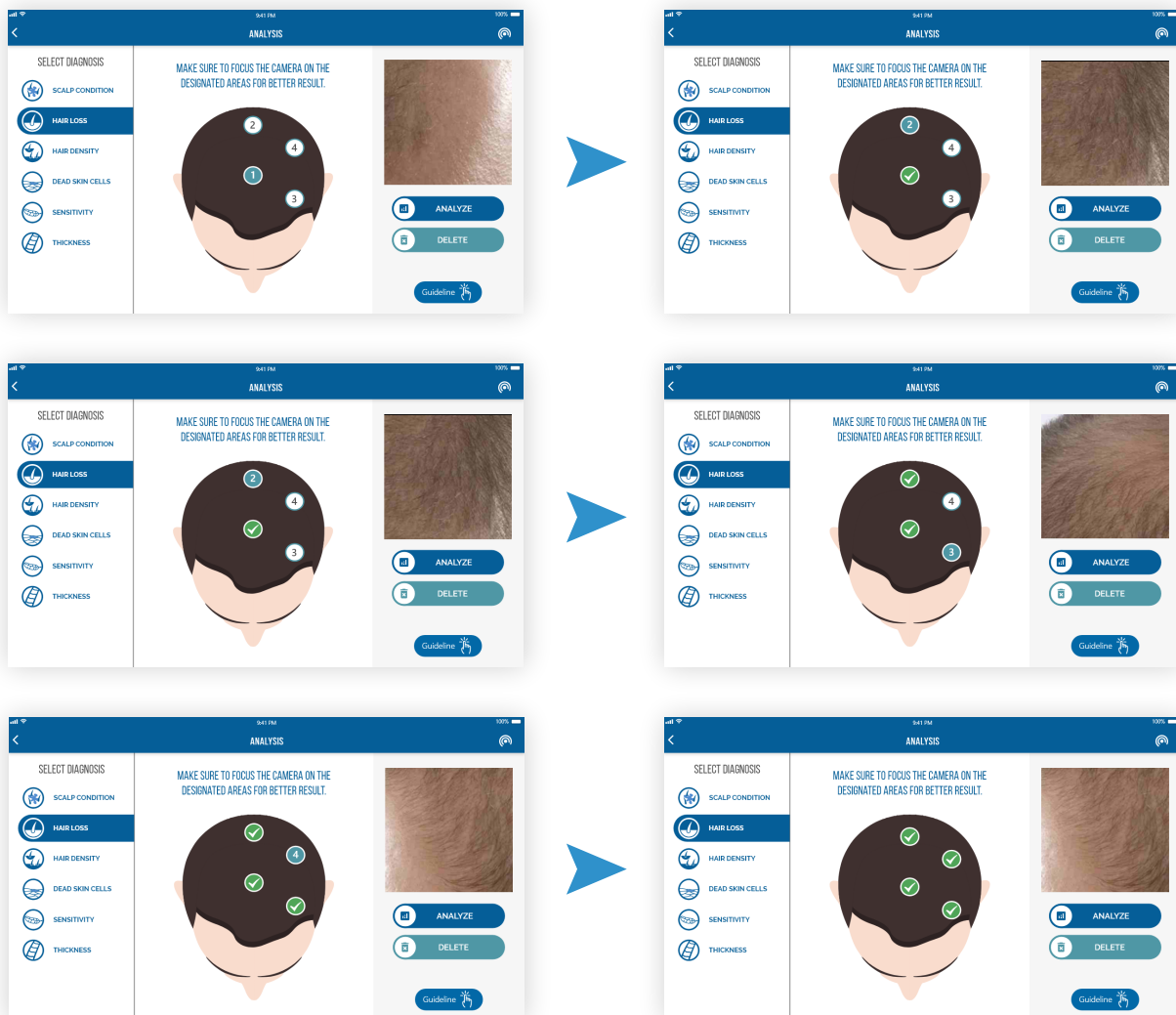


ANALYSIS FLOW

TOTAL PROGRAM

HAIR LOSS - MALE

1. Select the Hair Loss measurement from the left side of the screen.
2. Capture all of images is required in the designation areas to proceed with the next step, tap the first area to capture an image.

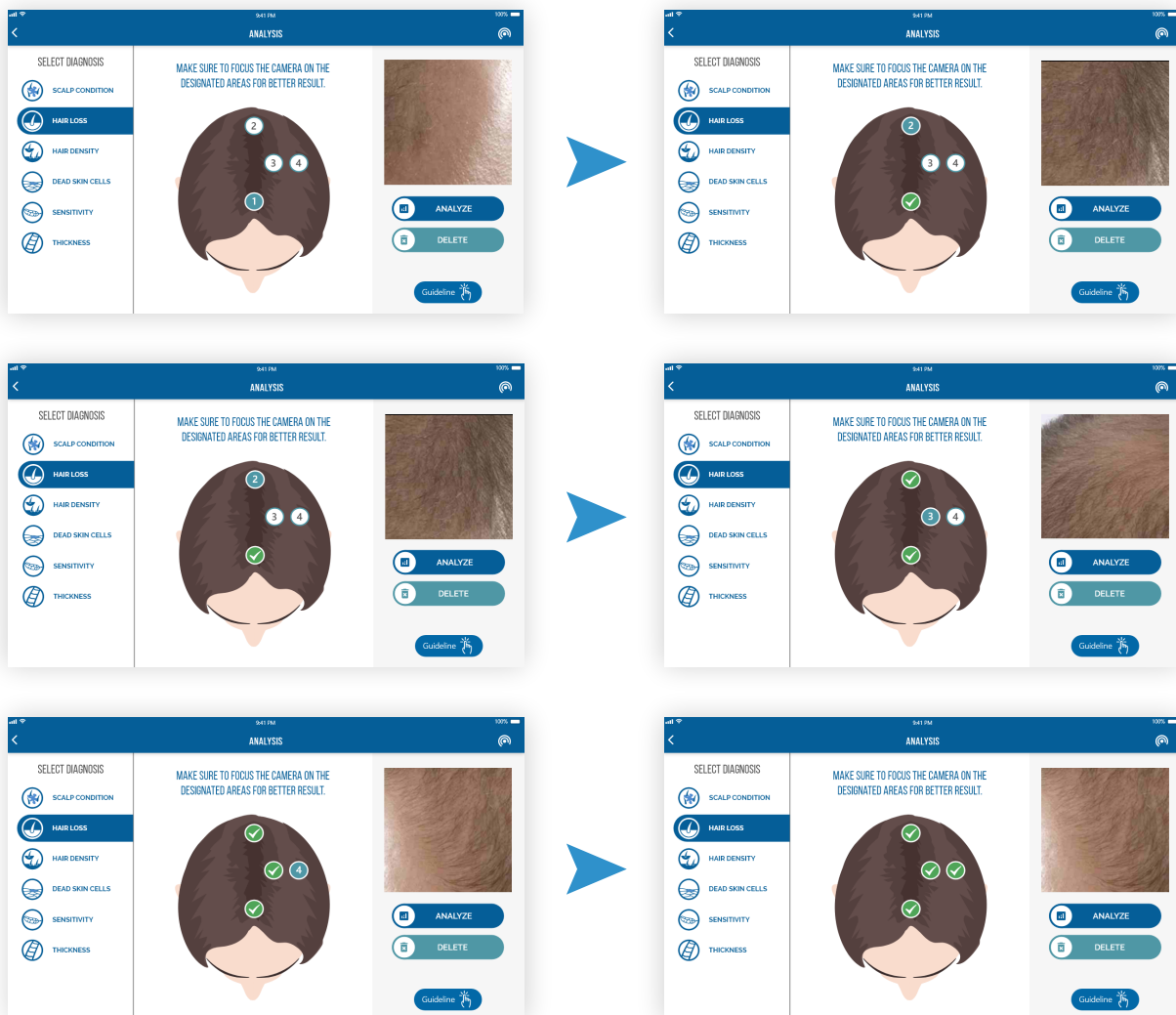


ANALYSIS FLOW

TOTAL PROGRAM

HAIR LOSS - FEMALE

1. Select the Hair Loss measurement from the left side of the screen.
2. Capture all of images is required in the designation areas to proceed with the next step, tap the first area to capture an image.



ANALYSIS FLOW

TOTAL PROGRAM

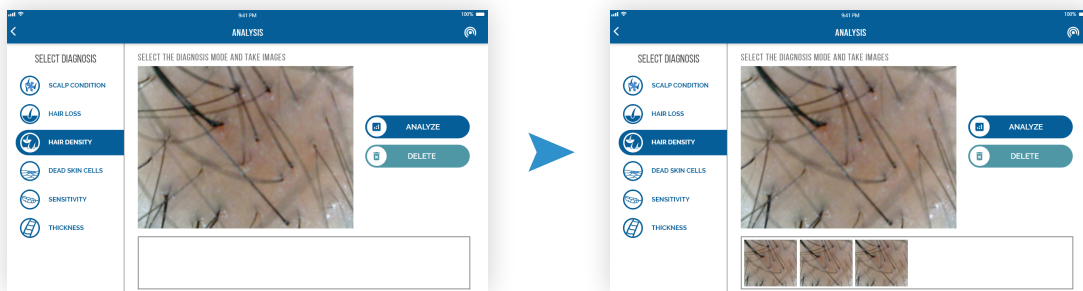
DIAGNOSIS

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

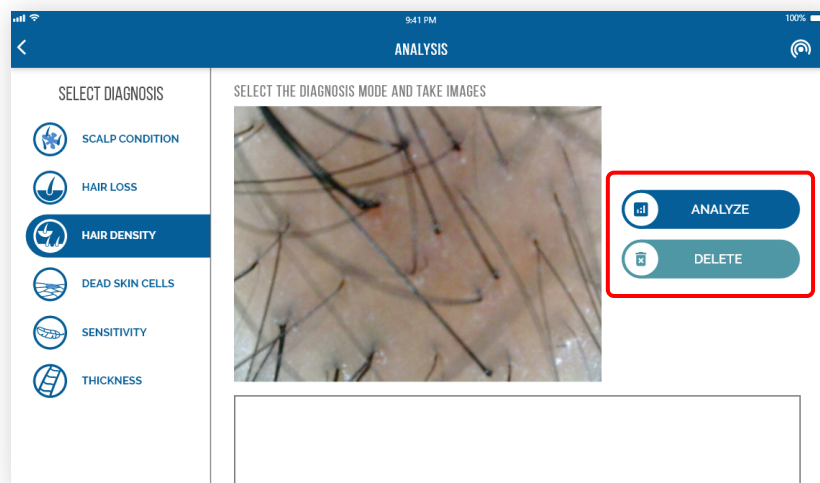
NOTE: 5 is the maximum number of images that can be taken per measurement.

Hair Density, Dead Skin Cells, Sensitivity and Thickness

1. Select a category from the left side and place the handset on the part of the scalp area you want to measure.
2. Press **Camera** button on the handset.



3. Delete images: Select the image you want to delete. Selected images will be reflected on the screen and then press '**DELETE**' button
4. After taking all the images you want from all the hair parameters click '**Analyze**' at the upper right side of the app. (Note: once analyze process has been selected, you cannot go back to image capture page)

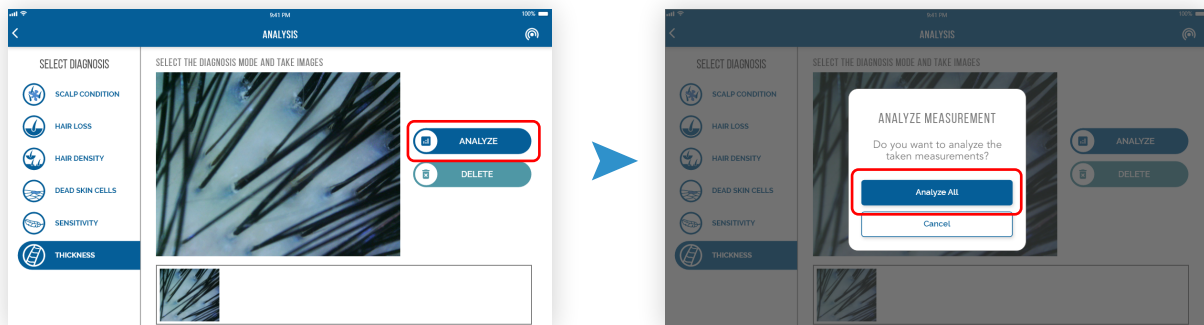


ANALYSIS FLOW

TOTAL PROGRAM

ANALYSIS

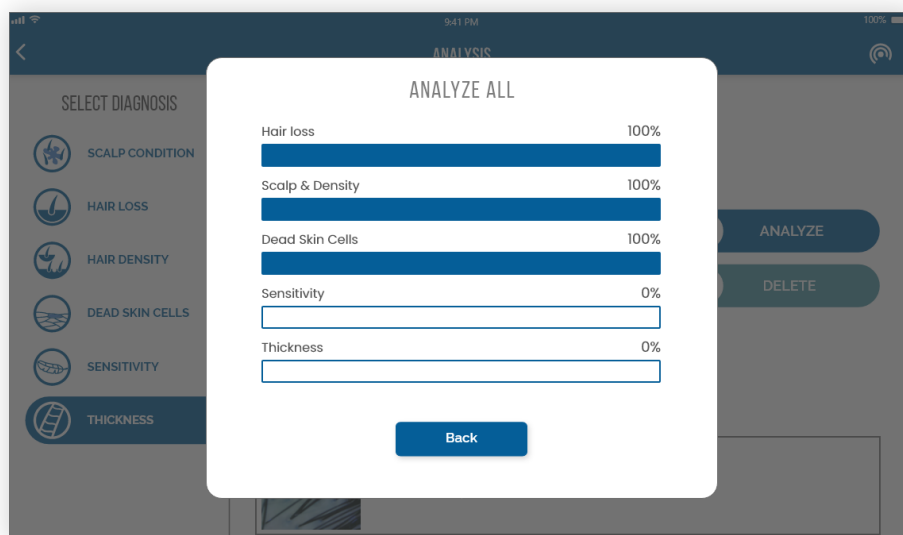
1. Press **'ANALYZE'** to get the result after taking all the images needed for analysis.
2. Press **'Analyze all'** to start analyzing the taken images.



ANALYZE ALL

Once **'Analyze all'** selected, all the images will be automatically analyzed by the system. It may take 2 seconds for each image to analyze. Once the process done, all the categories are done with the analysis process.

NOTE: It requires internet connection to analyze all taken measurements.

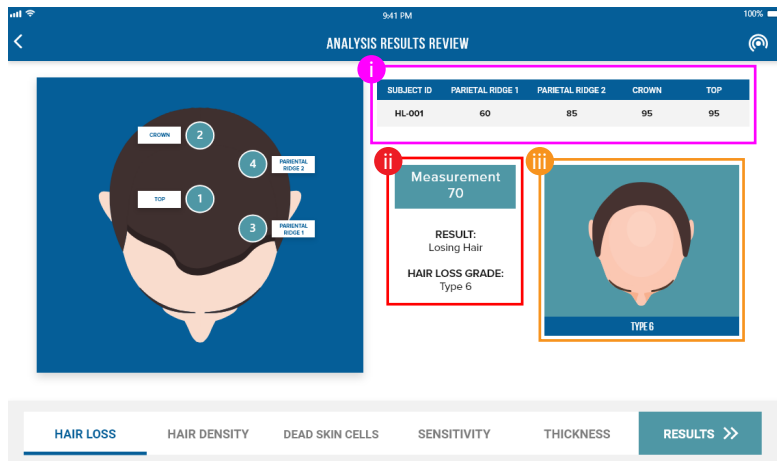


RESULTS

ANALYSIS RESULTS REVIEW

HAIR LOSS RESULTS

- Show Results



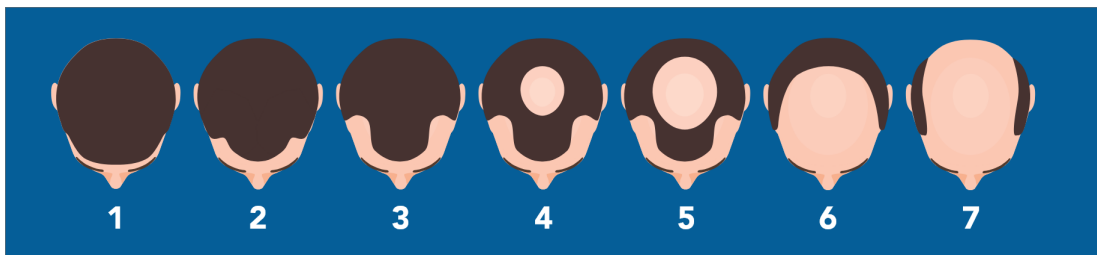
i. Scores of each spots

ii. Results is the customer's analysis score

iii. Hair Loss image pattern type based on the analysis score

HAIR LOSS PATTERN:

MALE



FEMALE

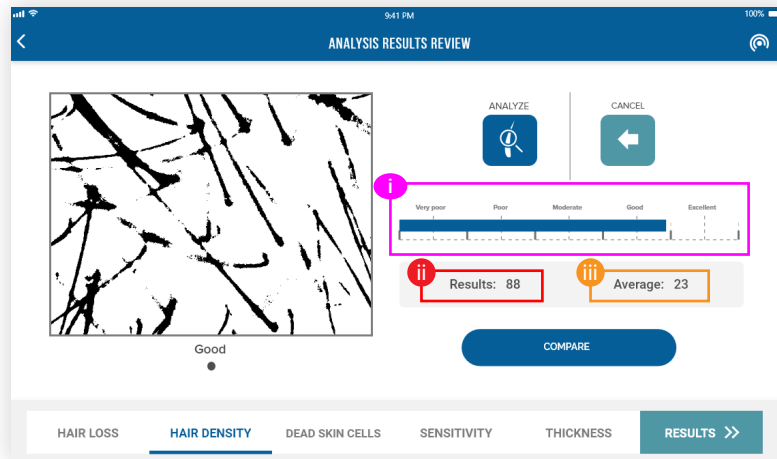


RESULTS

ANALYSIS RESULTS REVIEW

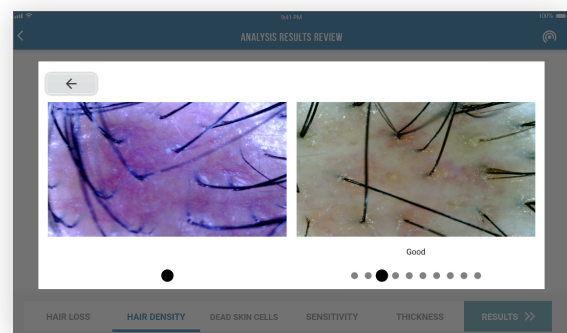
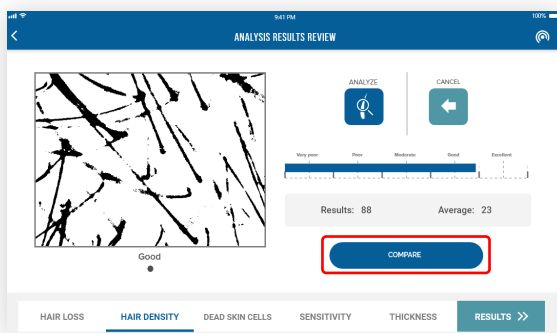
HAIR DENSITY

- Show Results



- i. Standard score for the age group that the customer belongs to
- ii. Results is the customer's analysis score
- iii. Average score would differ from results score if two or more images are captured for the specific hair parameter.

- Compare Images with sample guidelines provided by the application.

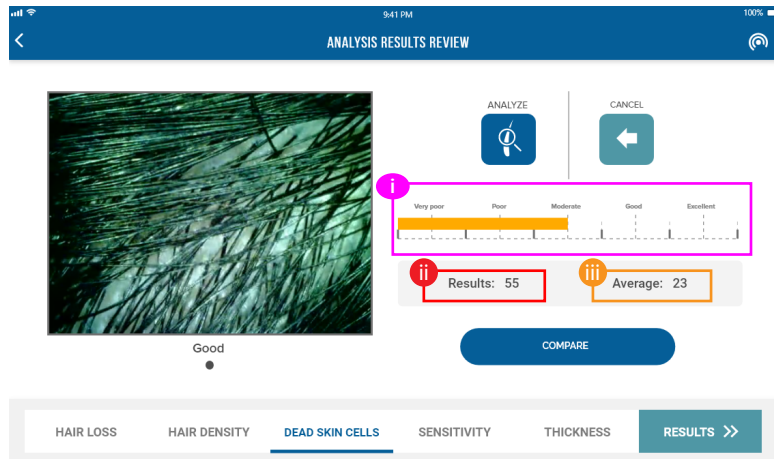


RESULTS

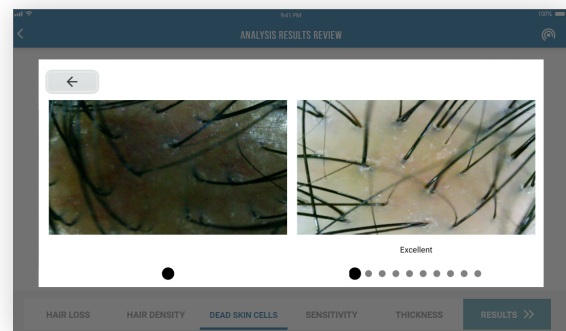
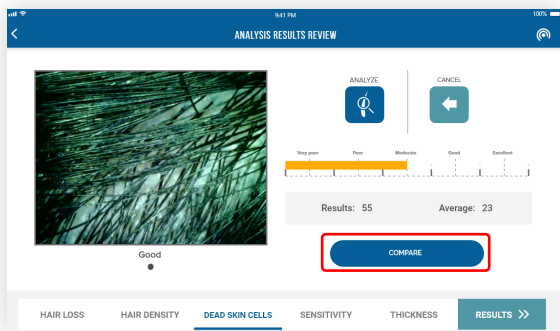
ANALYSIS RESULTS REVIEW

DEAD SKIN CELLS

- Show Results



- Compare Images with sample guidelines provided by the application.

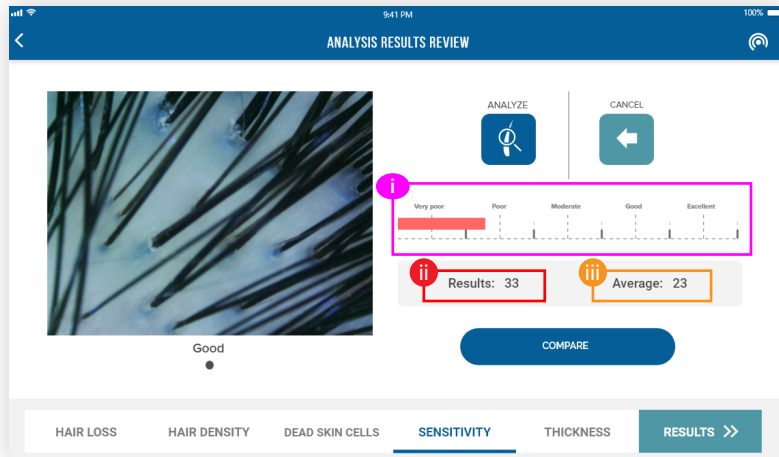


RESULTS

ANALYSIS RESULTS REVIEW

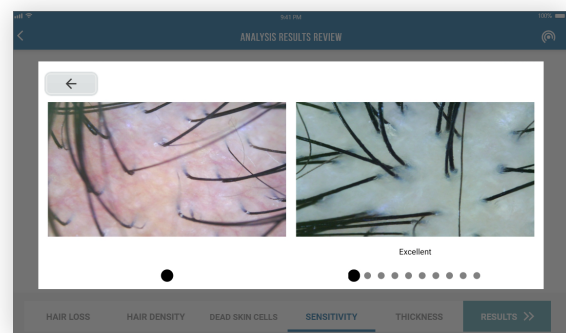
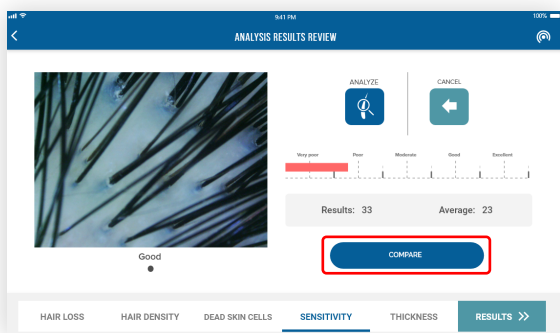
SENSITIVITY

- Show Results



- i. Standard score for the age group that the customer belongs to
- ii. Results is the customer's analysis score
- iii. Average score would differ from results score if two or more images are captured for the specific hair parameter.

- Compare Images with sample guidelines provided by the application.

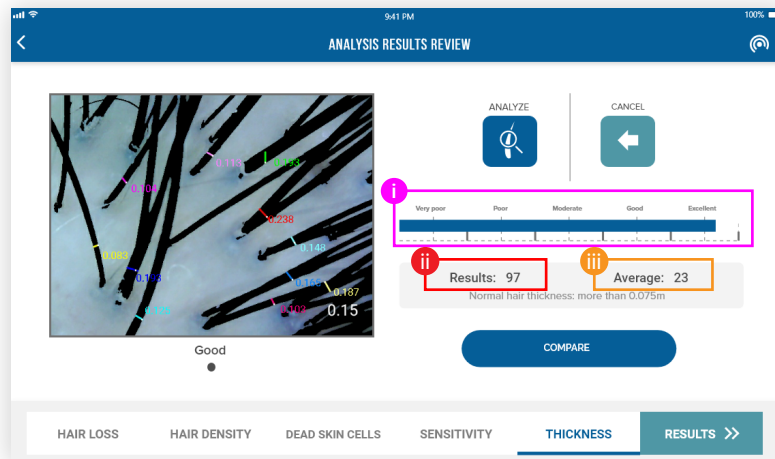


RESULTS

ANALYSIS RESULTS REVIEW

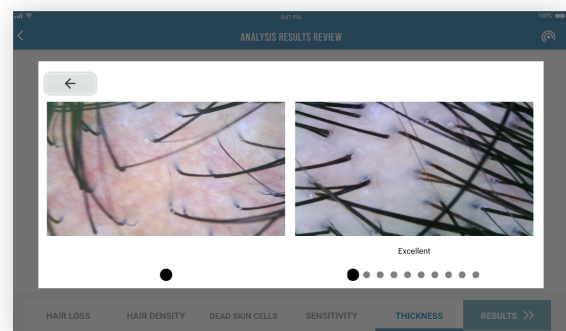
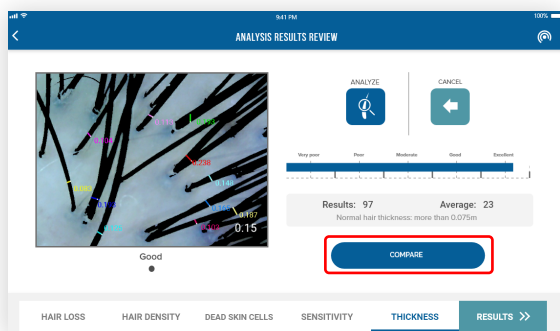
THICKNESS

- Show Results



- i. Standard score for the age group that the customer belongs to
- ii. Results is the customer's analysis score
- iii. Average score would differ from results score if two or more images are captured for the specific hair parameter.

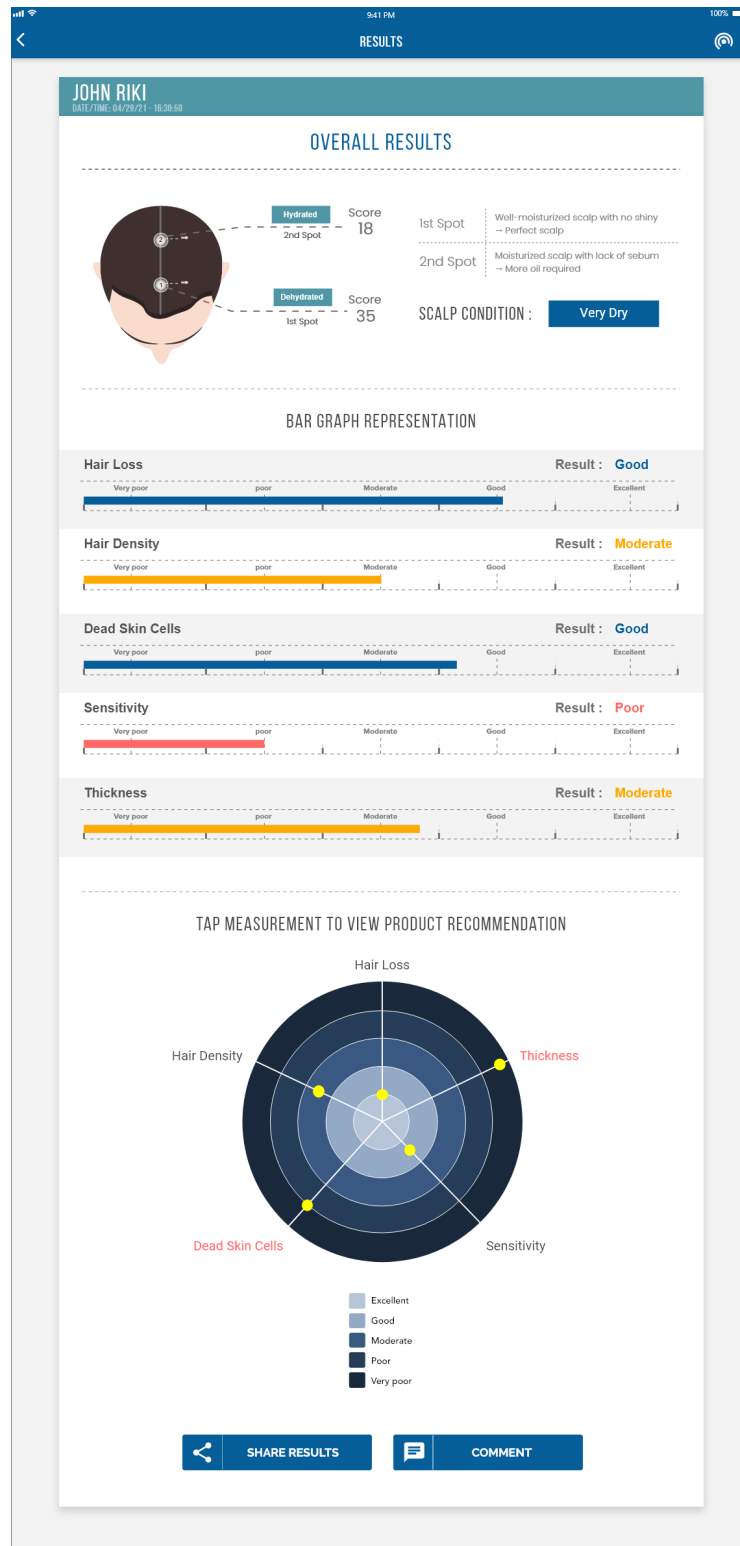
- Compare Images with sample guidelines provided by the application.



RESULTS

OVERALL RESULTS

1. Press 'RESULTS' after the analysis is completed, all the analyzed results are shown in bar graph representation and spider diagram.



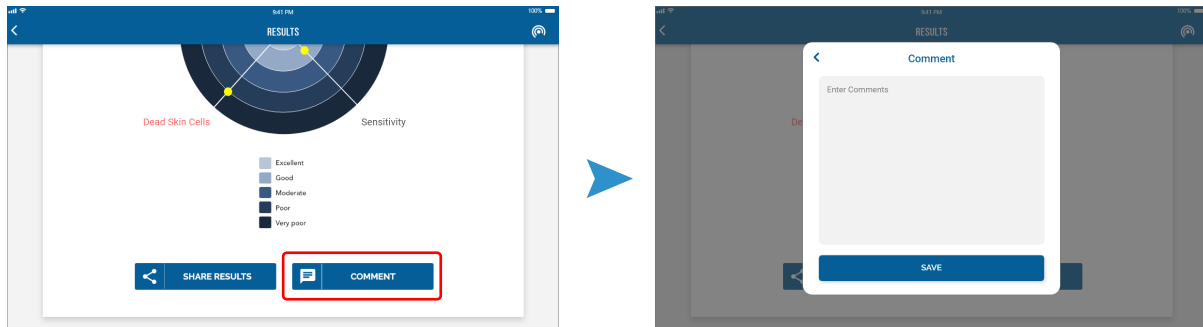
Note: In spider diagram when **Yellow dot** is closer to the center, it means analysis results are optimum, or else when is close to skin parameter needs extra attention or intensive care needed.

RESULTS

OVERALL RESULTS

COMMENTS SECTION

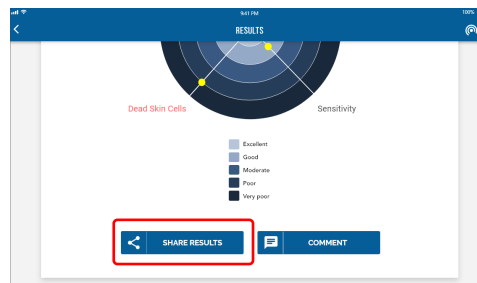
To leave a comment on the results page for customer management or future reference, press **'COMMENTS'** from the Diagnosis Result screen and type the necessary comment (max char = 499) and then **'SAVE'**.



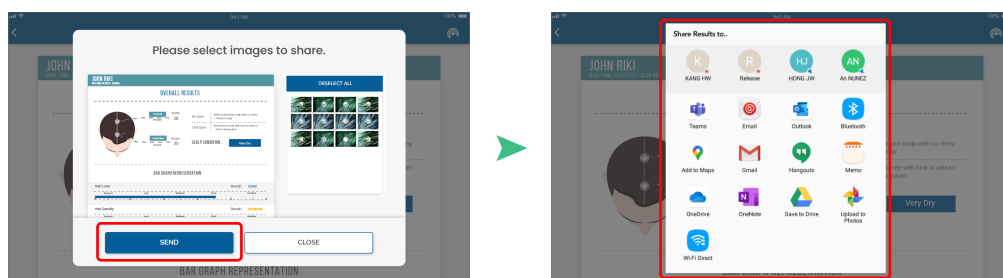
SHARE RESULTS

Save the diagnosis result and photos to 'to be sent' mailbox in order to send the email report to customers.

1. Press **'SHARE'** at the diagnosis result screen to share the results.



2. Select images that you want to share then press **'OK'** button.
3. Choose apps where do you want to share your diagnosis results.



NOTE: To use email function, sender's email should be set up in advance. For the Email settings, please, see page 30.

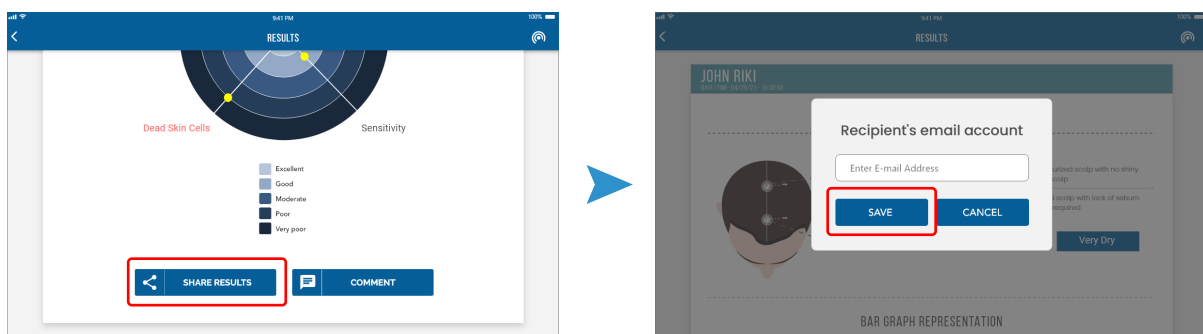
RESULTS

OVERALL RESULTS

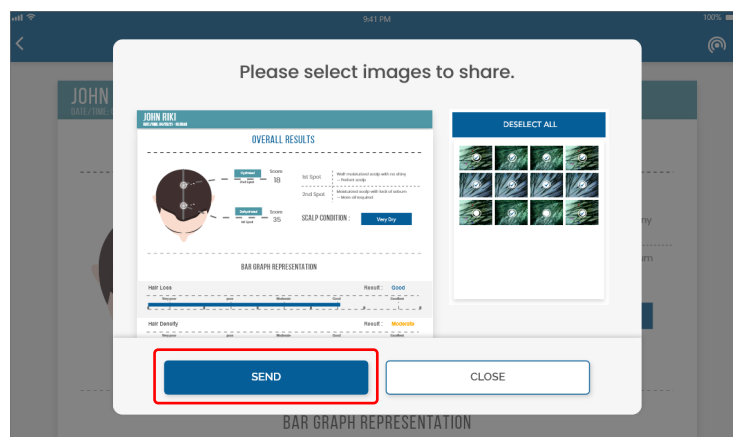
E-MAIL RESULTS

Save the diagnosis result and photos to 'to be sent' mailbox in order to send the email report to customers.

1. Press '**SHARE**' at the diagnosis result screen to share the results.
2. Enter the recipient's email account to send the diagnosis results, then tap '**SAVE**' button.



3. Select images that you want to send on email then press '**SEND**' button.

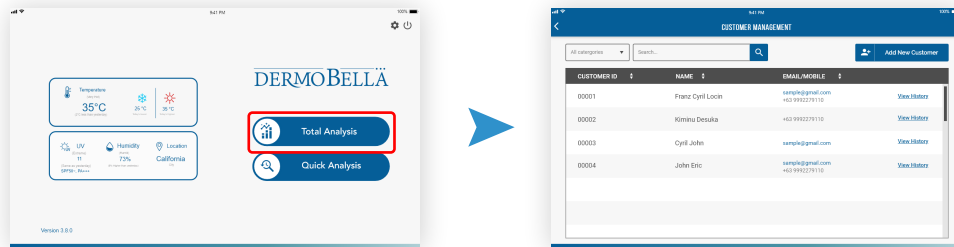


NOTE: To use email function, sender's email should be set up in advance. For the Email settings, please, see page 30.

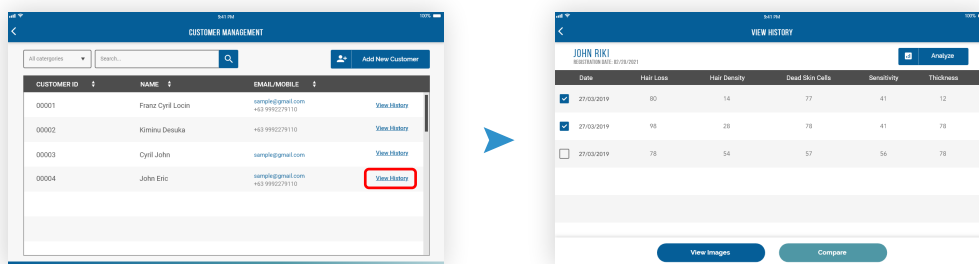
CUSTOMER MANAGEMENT

MANAGE CUSTOMER

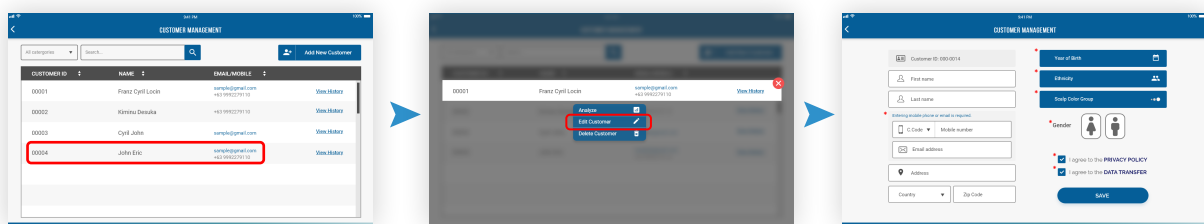
1. Press 'TOTAL DIAGNOSIS' from the main screen and type one of the names or mobile no. and press 'SEARCH'. The corresponding result will be listed.



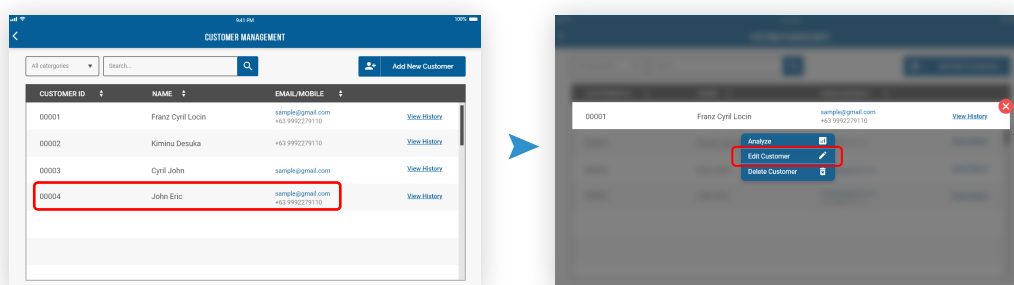
2. Select the customer whose information you want to check and press **"View History"**. You will see all the record of the customer such as diagnostic history, images and more. You are able to check, compare and analyze the record of customer. Please refer to Customer Data Management for more details..



3. To modify, hold press the customer whose information you want to modify and press **'Edit Customer'**.



4. To delete, hold press the customer and select **'Delete Customer'**.



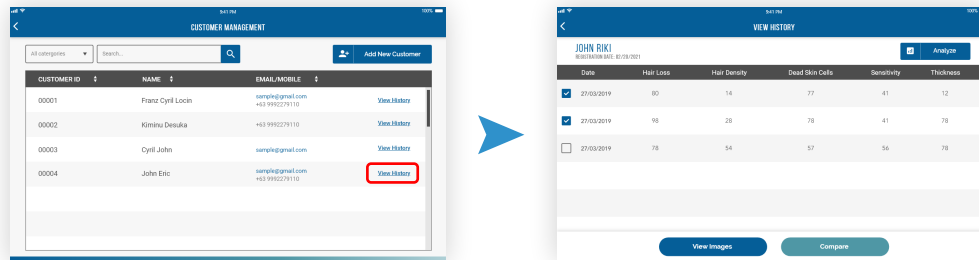
NOTE: It requires internet connection for saving edited customer information or to delete the customer.

CUSTOMER MANAGEMENT

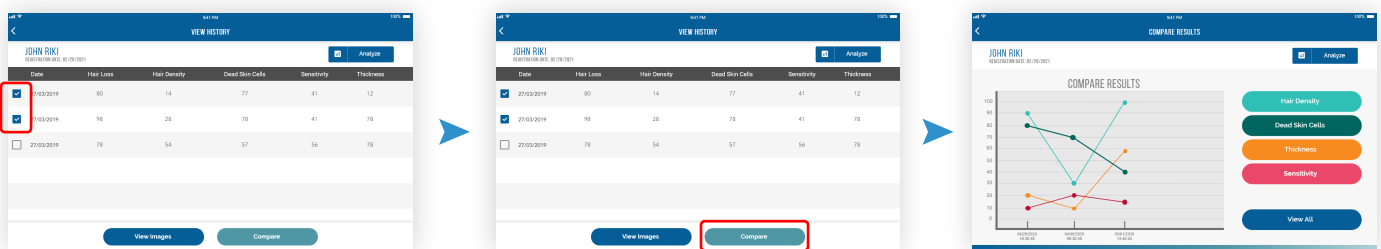
VIEW RECORD

COMPARE ANALYSIS RECORDS

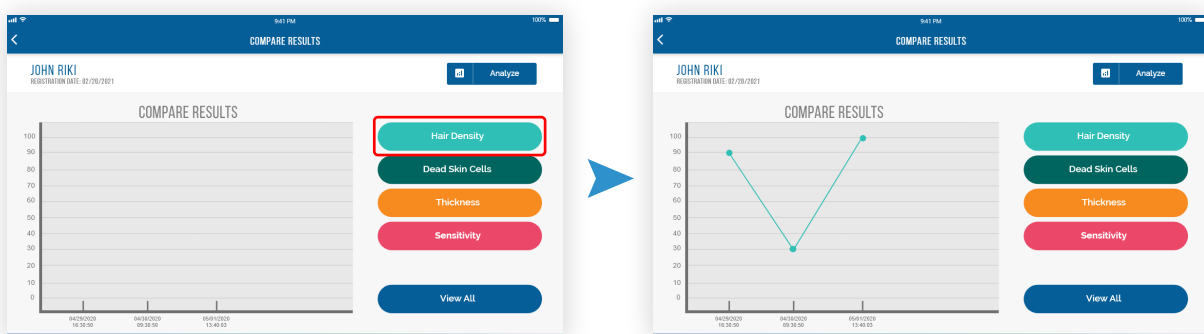
1. Select the name of customer you are looking for, then press 'View History'. You can view all the saved diagnosis results according to dates.



2. From the list of diagnosis results, check the data you would like to compare and press '**COMPARE**'. The data comparison will be shown in the line diagram as below.



3. You can also select specific measurement to compare. Example: Hair Density

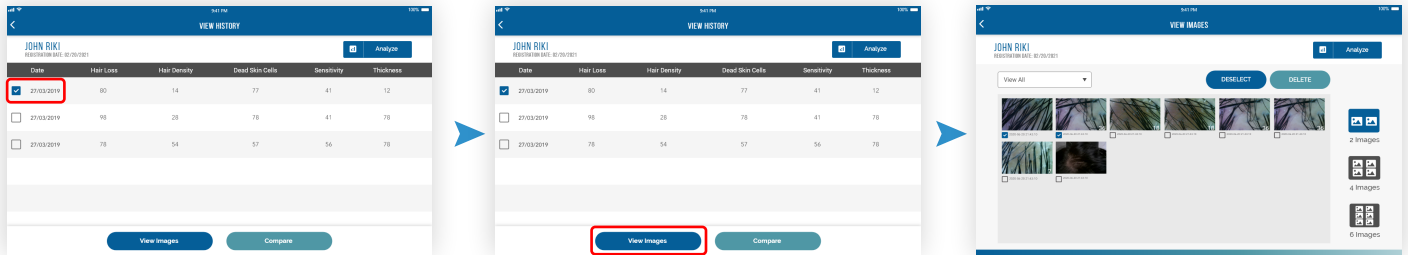


CUSTOMER MANAGEMENT

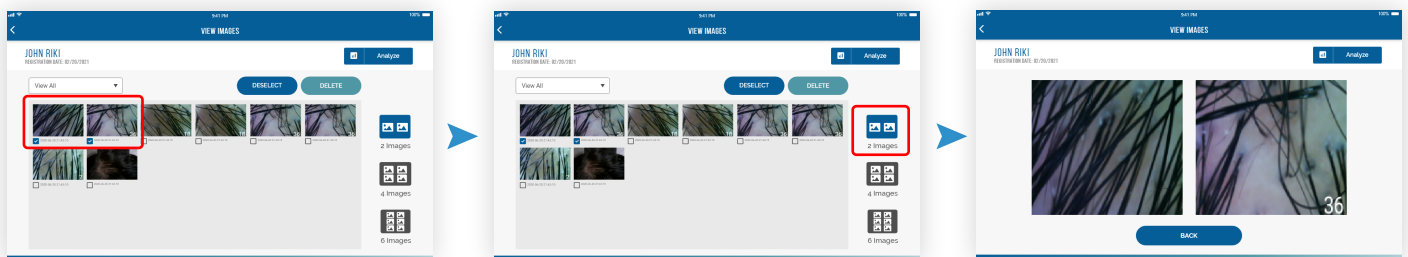
VIEW RECORD

VIEW IMAGES

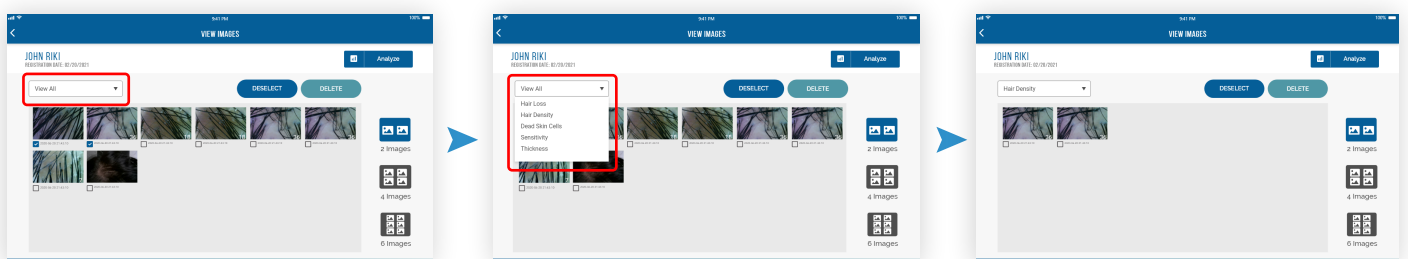
1. Choose the analysis result that you would like to view the images, and tap “VIEW IMAGES” from Diagnosis record.



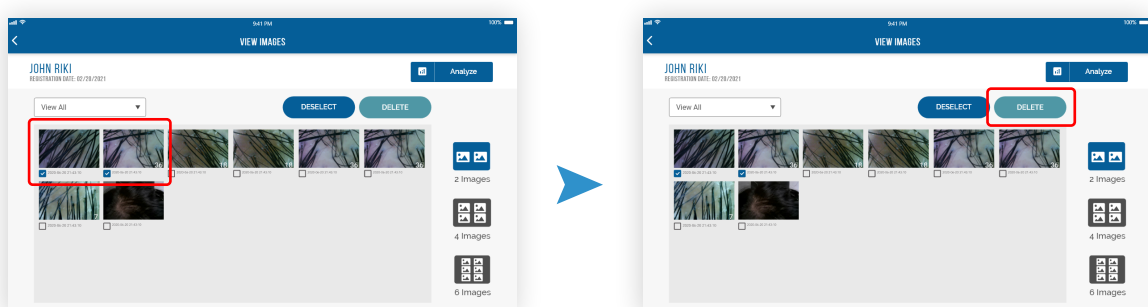
2. Choose 2, 4 or 6 images to compare and selected images will be compared as below (depends on 2,4, or 6 selection).



3. Tap ‘View all’ to view all categories. Then choose any category you want to compare, and it will only shows the images taken under the selected category.



4. For deleting images results, select the image/s you want to delete and tap “Delete” icon to delete the image/s.



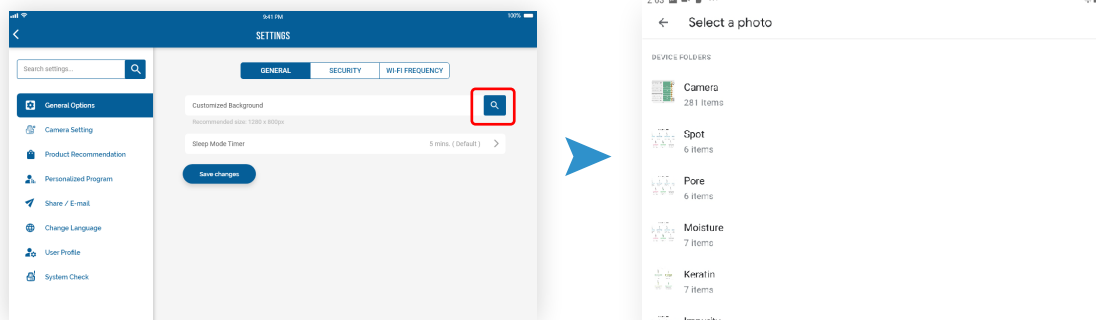
SETTINGS

GENERAL OPTION

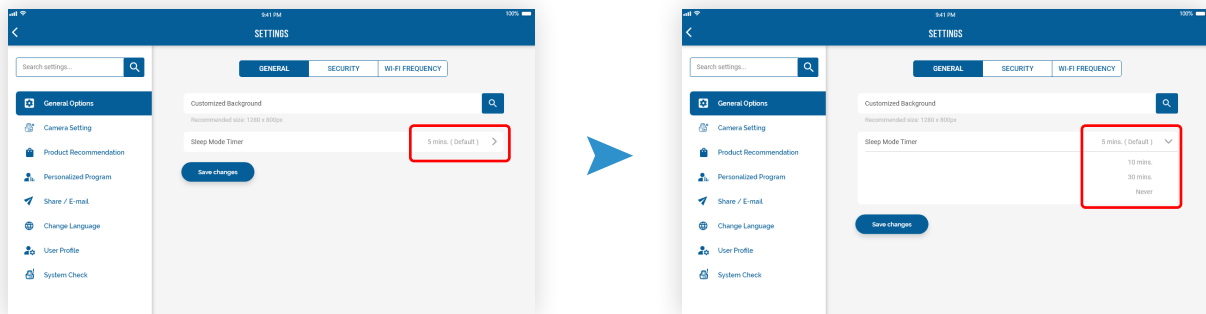
You can customize background, enable/disable options and setup security.

General Options

1. **Background Setting** - Tap “Search icon” button and choose image in your gallery.
Recommended size 1280 x 800px.

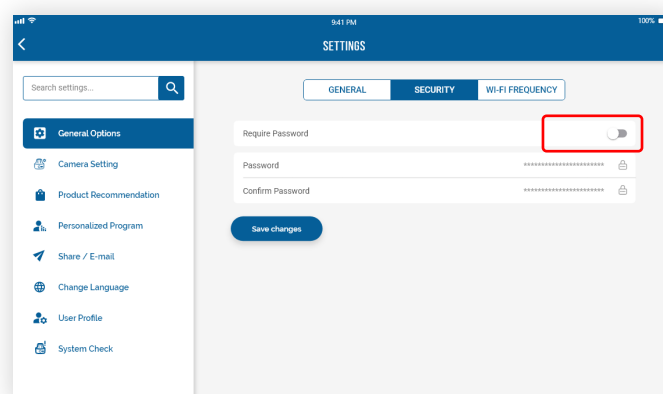


2. **Sleep Mode Timer** - Setup sleep mode timer for the device.
The default time is 5 mins..



Security Options

1. Setup security by toggle on to enable and enter password then press “**Save**” button.

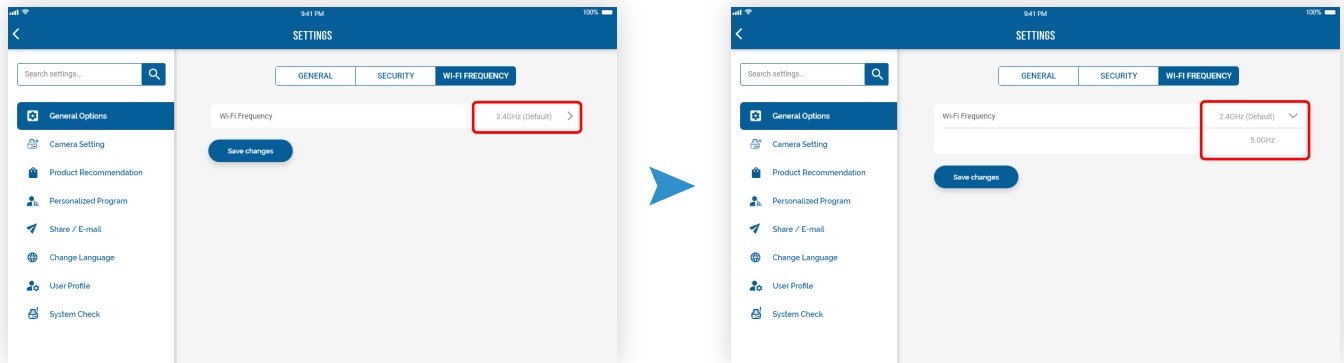


SETTINGS

GENERAL OPTION

Wi-Fi Frequency

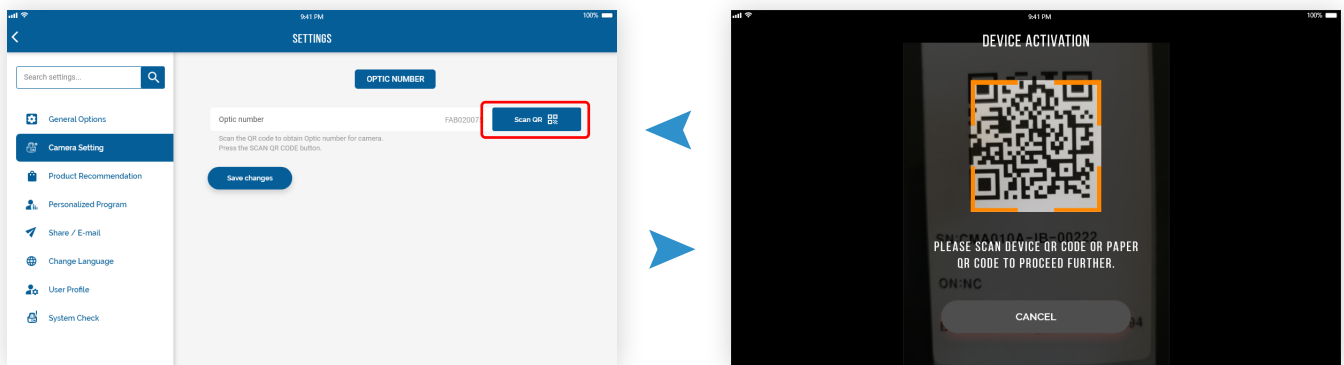
1. W-Fi Frequency can be set to 5.0 Ghz for faster connection of the device.
But this is only applicable to the VR devices.



CAMERA SETTING

Camera setting is where you can setup the Optic Number of your device.

1. Tap “Camera Setting” and enter the optic number of your device manually or use the scan QR code to automatically register the optic number of your handset.



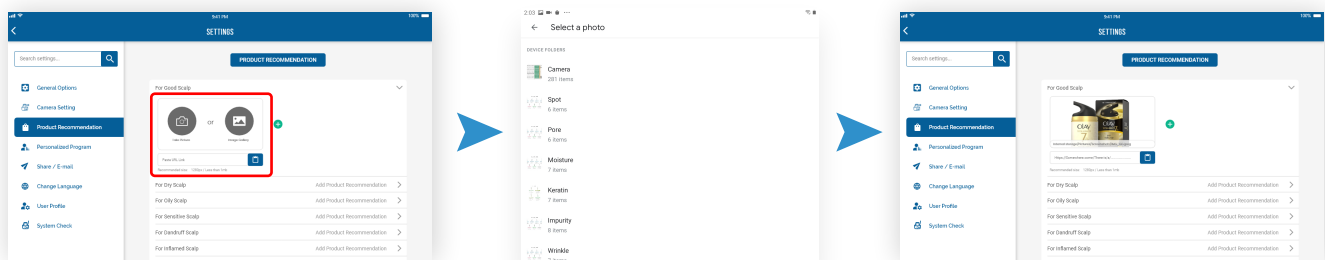
NOTE: This operation requires internet connection to proceed.

SETTINGS

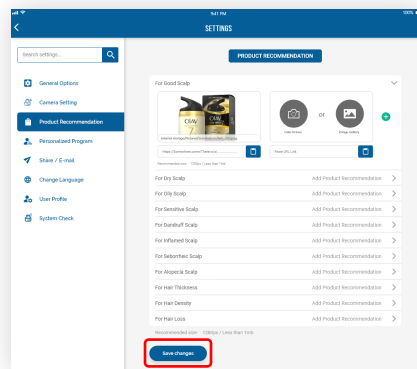
PRODUCTS AND TREATMENTS

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

1. Go to **SETTINGS > PRODUCTS AND TREATMENTS**.
2. Press **'Take Picture or Image Gallery'** in the corresponding line and select the product images or information that you want to recommend. Also paste the hyperlink of the product for more information to the customer.



3. When all category images have been uploaded, click **SAVE**.



How to register product recommendation picture(s)

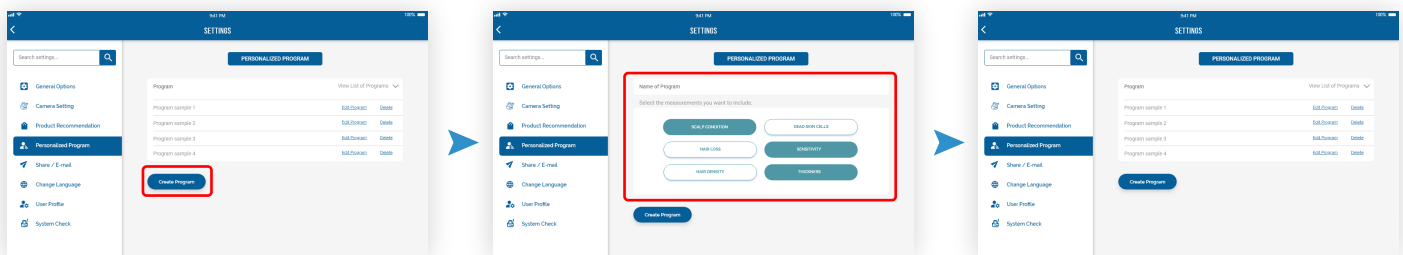
1. Save product images that you want to use on your PC.
Note: * Recommended image size: 1280 * ∞ px / Image type : jpg, png
2. Connect the tablet to the PC via USB cable, then the tablet is recognized as a removable disk on your PC. (except i-pad)
3. Open the folder of the removable disk, go to **Internal Storage > DCIM > Camera** folder and copy/paste the product photos to the folder.

SETTINGS

PERSONALIZED PROGRAMS

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

1. Tap “Settings” icon on the upper right of the home screen go to ‘**Personalized Program**’.
2. Select “Create Program” button and enter the name of your program then tap the measurements you want to include, then press ‘**Save**’.



SHARE / EMAIL

To email analysis result to your customer, you **MUST** set up the details of sender's email account in advance.

1. Go to ‘**Share / E-MAIL**’ and enter the details for sender's email account.
Please prepare the necessary information from **Settings > SMTP Setting** of the sender's email account as below:
 - › Sender mail server (**SMTP**): Server address of the email account of the sender:
 - › SMTP Server (ex. **smtp.gmail.com**)
 - › **Security** format: Select one among SSL, TLS or TLS with SSL

Ex: Email setting – **GMAIL** (**Security type**: SSL)

- › Server port(**SMTP**): Server port number

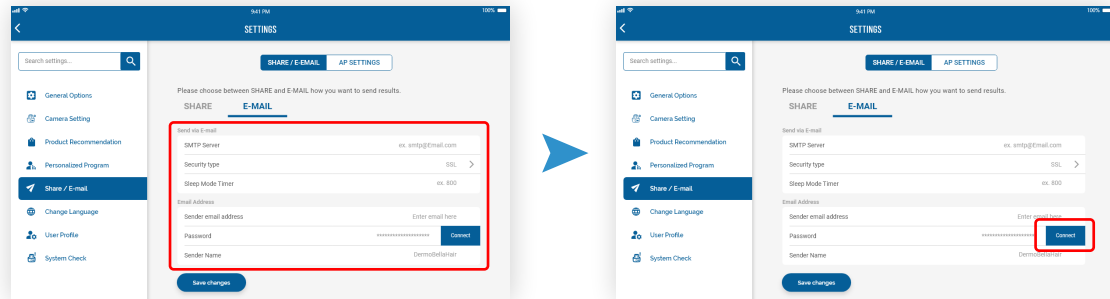
Ex: Gmail (Port: **465**)

- › Input the Sender's email address
- › Type in the Password: Password of the sender's email account
- › Name of Sender: Name of sender in the email (ex. Dermobella)

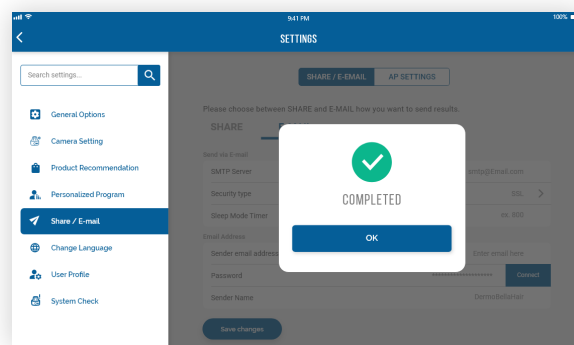
SETTINGS

SHARE / EMAIL

2. Once all information is completed, click **“CONNECT”** button.



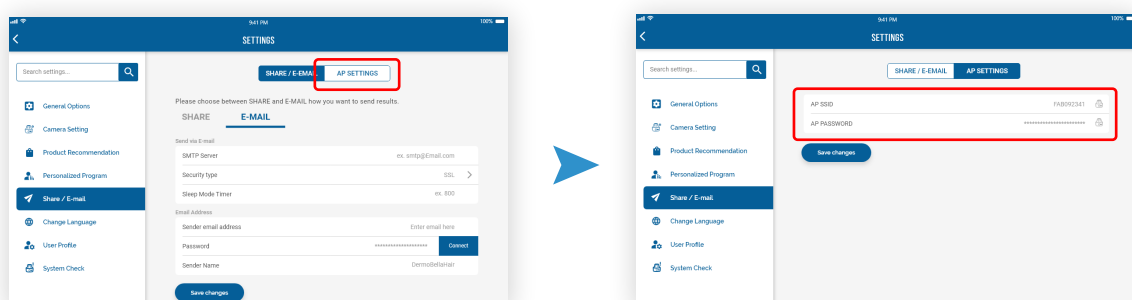
3. **[Important]** Please make sure that tablet is connected to the internet. Internet is required to validate the sender's email information, that everything is correct.
4. If all is correct, a complete message will be popped up. Once successfully done, press **‘OK’** button to complete the set up



AP SETTINGS

To ease the connection between Internet Wi-Fi, Tablet and Device, please activate the automatic Wi-Fi connection

1. Select **‘AP Settings’**, input AP SSID and AP Password and click **‘SAVE’**.

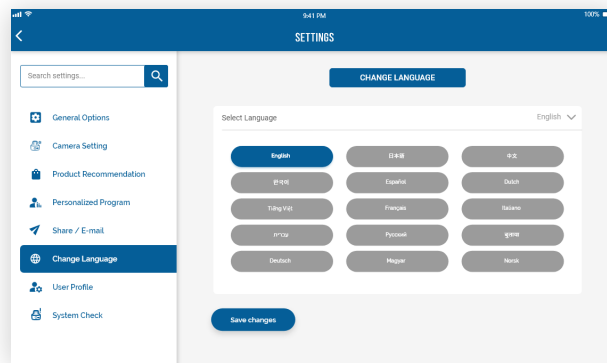


SETTINGS

LANGUAGE SETTINGS

Choose or change the language of the application.

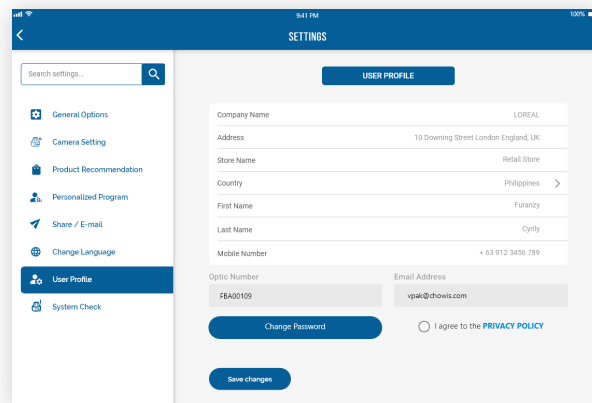
1. Press **'LANGUAGE SETTING'** and select the language you want to apply and then, press **'SAVE'**.



USER PROFILE

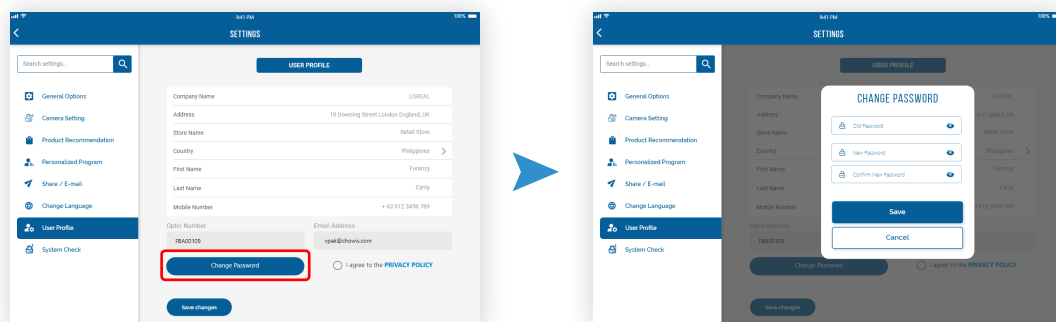
Update the User Information, Device Details and Change Password.

1. Go to **SETTINGS > USER PROFILE**.



CHANGE PASSWORD

1. Tap "Change Password" and enter your current password and new password. Make sure to remember your new password.



DIAGNOSIS SYSTEM IN USE

DIAGNOSIS SYSTEM DOES NOT TURN ON.

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

WHILE TAKING IMAGES, THE SCREEN IMAGE IS SLOW OR STOPS

This situation can occur with the interference by environment surrounding the Wi-Fi. In this case change the Wi-Fi channel of the handset. For setting method, please refer to the Change Wi-Fi Channel. Also, verify if you have enough battery left. If the battery indicator is 1 light, then, we recommend to charge first and then use it.

THE HANDSET FEELS HOT.

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

YOU CANNOT REGISTER A SENDER'S E-MAIL ACCOUNT.

If the e-mail account is not activated, you cannot register it as sender's e-mail. You should log in and check if the e-mail is active from the corresponding website and try to register again.

CONNECTION BETWEEN THE DIAGNOSIS SYSTEM AND TABLET

WHAT IS AN SSID?

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

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

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


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

Turn on the switch again and try to connect again. If you still fail to connect then, press the MODE button of the handset and the Capture button for more than 10 seconds simultaneously to reset, then, try to connect.

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

If there are many Wi-Fi signals or there are many wireless routers at the handset usage environment, then the connection is delayed and may not be able to connect. Try using it by changing the Wi-Fi channel. For changing the channel method, please refer to the Change Wi-Fi Channel.

SPECIFICATIONS

| | | |
|------------------------|---|-----------------------------|
| Power supply | Input: 100-240V, 50-60Hz | Output: 12V,1-2A |
| Support protocol | USB 2.0 Wi-Fi | IEEE802.11b/g/n |
| Measurements (Hair) | Hair Loss, Scalp Condition, Hair Density, Dead Skin Cells, Sensitivity, Hair Thickness | |
| Hair measurements only | 5 megapixel images sensor, Various image modes, Composed of 20+ LED, Easy shooting and real-time streaming transfer | |
| Measuring method | Use measurement values from 0 to 99 subdivided for each analysis category | |
| Maximum size | Handset: 15 * 6 * 7 (cm) | Stand: 10.5 * 18.5 * 8 (cm) |
| Weight | Handset: about 150g | Stand: 515g |
| Certification |  | |

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