Nu Skin ® ProDerm ® II Skin Analyzer
User Manual

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Contents

1 INTRODUCTION 4
  1.1 Safety Instructions 4
2 USING THE PRODERM INSTRUMENT 5
  2.1 Getting Started / Initial Use 5
  The Customer Profile / ProDerm Experience 10
  The Customer Profile / ProDerm Experience 11
  2.2 The Science Behind the Experience 11
  2.3 The Main Menu 12
  2.4 Starting a New Client Profile 14
  2.5 Preparing to Take the Skin Attribute Images 18
  2.6 The Skin Attributes 21
  2.7 The Images 23
  2.8 Taking the Pictures 24
  2.9 Explaining the Profile Results 28
  2.10 Finishing a Profile / Additional Options 34
  2.11 Follow-up Profiles / Working with Customer Data 35
3 USING THE REGIMEN OPTIMZER 38
4 Using the Desktop Software 40
  4.1 Installation 40
  4.2 The Home Screen 41
  4.3 My Profiles 42
  4.4 Help 45
5 CONTACT INFORMATION 51
6 SAFETY INSTRUCTIONS AND WARNINGS 52
  6.1 General 52
  6.2 Power 53
  6.3 Battery 53
  6.4 Air Travel 53
  6.5 Safe-Handling and Environmental Considerations 53
  6.6 Protecting Against Electrostatic Discharge 55
7 PRODUCT INFORMATION 56
  7.1 Export Regulations 56
  7.2 Regulatory Notices 56
  7.3 FCC Compliance Information 59
  7.4 IC Notice (Canada Only) 59
  7.5 Recycling Information 59

1 INTRODUCTION

ProDerm ®

The Nu Skin ProDerm® Skin Analyzer takes a measurable approach to skin care, revealing what your mirror or best friend can't. The Nu Skin ProDerm Skin Analyzer provides a visual assessment of the appearance of your skin. With the advanced, proprietary technology of the Nu Skin Pro Derm Skin Analyzer, the scientific truth leads the way to beautiful results.

The Nu Skin ProDerm Skin Analyzer uses advanced optics and lighting technology to capture images of four key skin attributes – discoloration, lines and wrinkles, texture, and pore size. ProDerm analyzes these images using algorithms developed by leading image analysis and skin care experts.

Wherever the opportunity arises, you can use the Nu Skin® ProDerm Skin Analyzer to show people the condition of their skin and recommend solutions to target individual skin care concerns.

1.1 SAFETY INSTRUCTIONS

CAUTION: Before using the ProDerm instrument you must read the safety instructions and guidelines in the ProDerm User Manual to help ensure your own personal safety and to help protect your instrument from potential damage.

In addition to this manual, the Quick Start Guide will provide the best way to get started quickly and begin using your ProDerm Device.

2 USING THE PRODERM INSTRUMENT

2.1 GETTING STARTED / INITIAL USE

Charging the Battery

Charge your ProDerm battery for at least six hours before use. Plug the included AC Adapter into the unit and then into the power outlet.

Installing the Desktop Software & Downloading Updates

The ProDerm desktop software is designed for use with your ProDerm Skin Analyzer to help you manage your profiles. You can store profiles, e-mail profile reports, track client results, and analyze your business using the business management tools included in the software.

It is not necessary to connect your ProDerm device to your PC until after the ProDerm desktop software is installed.

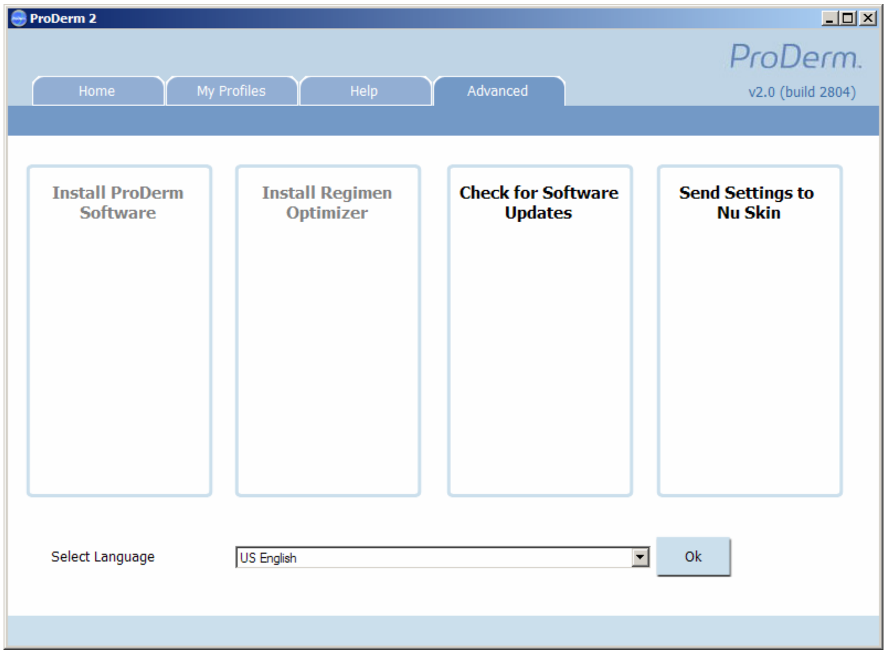
Install the ProDerm desktop software on your personal computer (PC)

- Insert the ProDerm CD into your PC. An installer window will open. This window will contain instructions and prompts to take you through the installation process. See section 5 for detailed information about the installation process.

- Follow the instructions on the screen. You will be asked to accept the terms of the software license agreement and enter some client information.

- After the installation is complete, there will be an icon for the desktop software on your PC desktop.

IMPORTANT: Once the desktop software is installed, immediately check for software updates by clicking on the **Advanced** tab and then “Check for Software Updates”

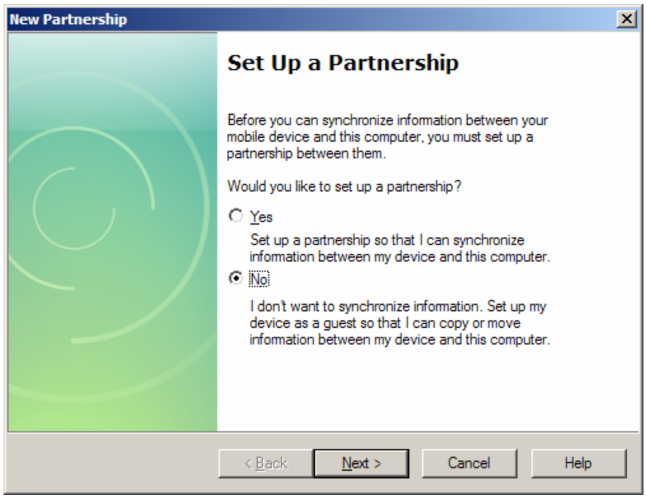

ProDerm 2
ProDerm.
v2.0 (build 2804)
Home
My Profiles
Help
Advanced
Install ProDerm Software
Install Regimen Optimizer
Check for Software Updates
Send Settings to Nu Skin
Ok

Select Language: US English

Microsoft ActiveSync

During the ProDerm installation process, Microsoft® ActiveSync® will also be installed. This software enables your ProDerm instrument to communicate with the desktop software.

NOTE: When you connect your ProDerm device to the PC Microsoft ActiveSync will ask if you would like to create a partnership. Select “**No**”, as this is not necessary for the ProDerm device.


New Partnership
< Back
Next >
Cancel
Help

Set Up a Partnership

Before you can synchronize information between your mobile device and this computer, you must set up a partnership between them.

Would you like to set up a partnership?

○ Yes

Set up a partnership so that I can synchronize information between my device and this computer.

● No

I don't want to synchronize information. Set up my device as a guest so that I can copy or move information between my device and this computer.

Powering Up

Initially, you may need to hold down the power button on your ProDerm unit for one or two seconds when turning it off and on.

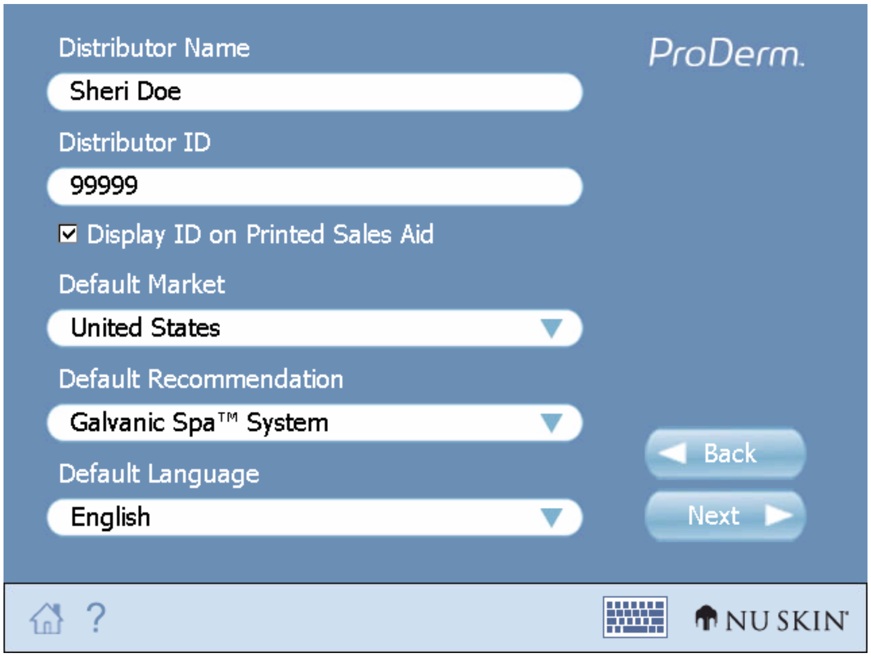
Calibration

The first time you turn on your ProDerm unit, you will be prompted to calibrate the instrument. This ensures that the touch screen is aligned correctly.

You will see a screen with cross hairs – touch and hold down the stylus on each cross hair for one to two seconds. Continue following the instructions on the screen to perform the calibration. You will only have to calibrate the device the first time you turn it on.

Setup

After calibrating, you will be prompted to enter your distributor information.



Distributor Name
Sheri Doe
Distributor ID
99999
☑ Display ID on Printed Sales Aid
Default Market
United States
Default Recommendation
Galvanic Spa™ System
Default Language
English

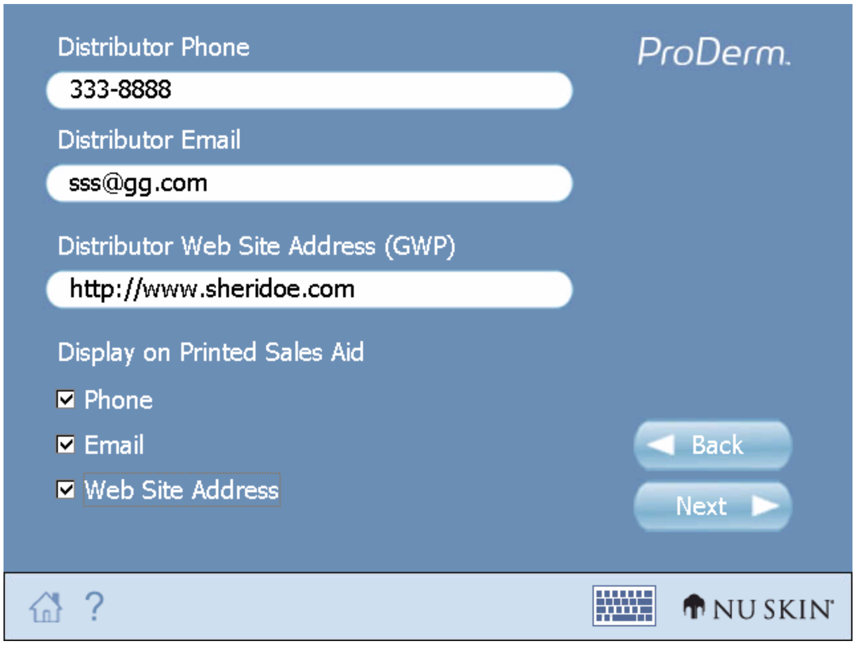
Tap the **Keyboard** icon to open or close the keyboard.

NOTE: You may update your distributor information at any time from the ProDerm home screen, by tapping **Setup**.

- Enter the following distributor information:
- Distributor Name
- Distributor ID
- **Display ID on Printed Sales Aid** (Select if you want your Distributor ID displayed when a client gets his or her printed results)
- **Default Market** (From a pull-down menu)
- **Show Product Recommendation** (The product recommendation will depend on what market is selected from this screen)
- **Default Language** (From a pull-down menu)

You must enter all of the information before you can proceed.

Tap **Next** or press the **Forward Button** to proceed to the next setup screen.



Distributor Phone
333-8888

Distributor Email
sss@gg.com

Distributor Web Site Address (GWP)
http://www.sheridoe.com

Display on Printed Sales Aid
☑ Phone
☑ Email
☑ Web Site Address

Enter the following distributor information on the second screen:

- Distributor Phone
- **Distributor E-mail (**For your convenience, the "@" sign is already present in the e-mail field.)
- **Distributor Web Site Address** (Enter the URL address for your site)
- For your convenience, "**http://**" is already present in field.
- **Display Phone on Printed Sales Aid** (Select if you want your phone number displayed when a client gets his or her printed results)
- **Display E-mail on Printed Sales Aid** (Select if you want your e-mail address displayed when a client gets his or her printed results)
- **Display Web Site Address on Printed Sales Aid** (Select if you want your GWP address displayed when a client gets his or her printed results)

- Tap **Next** or press the **Forward Button** to go to the ProDerm home screen.

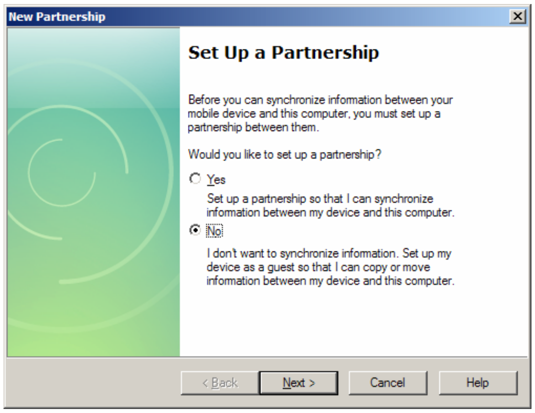
You can tap **Back**, or press the **Back Button** to return to the previous screen.

Connecting to the PC to Check for Updates

This is the ideal time to connect the ProDerm unit to the PC to check for ProDerm software updates. A USB cable is included with the ProDerm device.

- To connect to the PC, first plug the smaller end of the USB cable into the ProDerm device, and then the USB connector into the USB slot in your PC.

NOTE: When you connect your ProDerm device to the PC Microsoft ActiveSync will ask if you would like to create a partnership. Select "**No**", as this is not necessary for the ProDerm device.



New Partnership

Set Up a Partnership

Before you can synchronize information between your mobile device and this computer, you must set up a partnership between them.

Would you like to set up a partnership?

○ Yes

Set up a partnership so that I can synchronize information between my device and this computer.

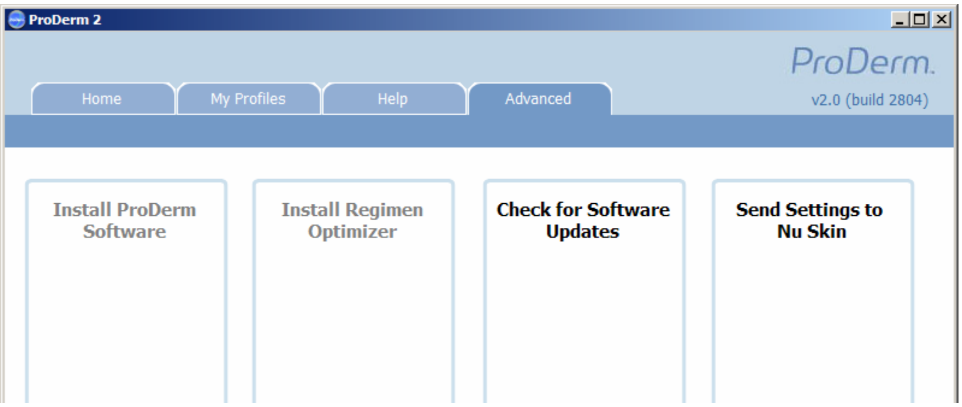
● No

I don't want to synchronize information. Set up my device as a guest so that I can copy or move information between my device and this computer.

< Back
Next >
Cancel
Help

- Next, launch the ProDerm II desktop software by clicking on the ProDerm 2 desktop icon, or by selecting **Start**, **Programs**, **NuSkin**, **ProDerm 2**.

- Finally, click on the Advanced tab and then "Check for Software Updates"


ProDerm 2
ProDerm.
v2.0 (build 2804)
Home
My Profiles
Help
Advanced
Install ProDerm Software
Install Regimen Optimizer
Check for Software Updates
Send Settings to Nu Skin

THE CUSTOMER PROFILE / PRODERM EXPERIENCE

2.2 THE SCIENCE BEHIND THE EXPERIENCE

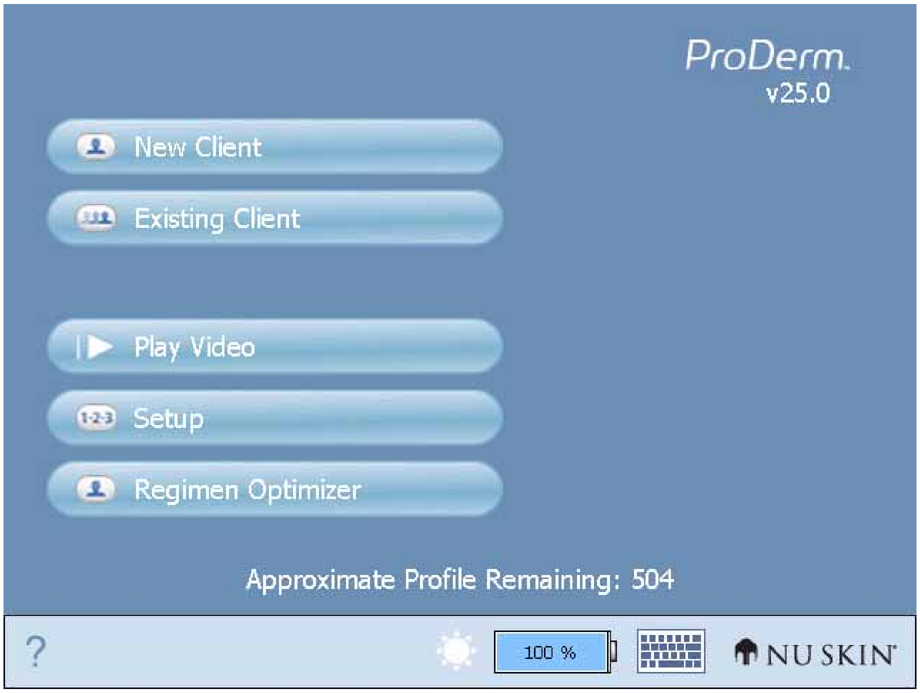
Using proprietary technology, ProDerm captures and analyzes detailed images of the skin. Based on the ProDerm analysis, you are able to recommend ProDerm certified Nu Skin® products to your client that are formulated to improve the appearance and health of their skin.

ProDerm captures images with its advanced lighting and optical system. Spectrally correct light-emitting diodes (LEDs) project light at surfaces inside the optical piece of the ProDerm to optimally illuminate the skin for imaging.

To image the surface of the skin, ProDerm uses an achromatic, high depth-of-field, double Gauss lens system that offers high performance in a compact size. ProDerm then projects the image onto a complementary metal oxide semiconductor (CMOS) chip, creating electronic signals from approximately four million pixels. The pixel information is analyzed by pattern recognition software to measure discoloration, lines and wrinkles, texture, and pore size. Pixel information is also used to create the image that is seen on the liquid crystal display (LCD) of the ProDerm instrument.

2.3 THE MAIN MENU

After the initial setup, whenever you turn on the ProDerm instrument, you will see the ProDerm home screen.


ProDerm.
v25.0
New Client
Existing Client
Play Video
Setup
Regimen Optimizer
?
100 %
NU SKIN

Approximate Profile Remaining: 504

NOTE: The first time you use ProDerm you are prompted to enter your distributor information.

From the ProDerm home screen you have five options:

- Tap **New Client** to start a new ProDerm client profile.
- Tap **Existing Client** to view, update, or delete previous client profiles.
- Each client record will contain all of the images and information collected during the client's ProDerm profile experience.
- Tap **Play Video** to watch a short ProDerm presentation.

NOTE: You can watch this video at any time by accessing it in the **Help** options.

- Tap **Setup** to change your distributor information.

- Tap **Regimen Optimizer** to launch the Regimen Optimizer program.

You may also launch the Regimen Optimizer after a profile session.

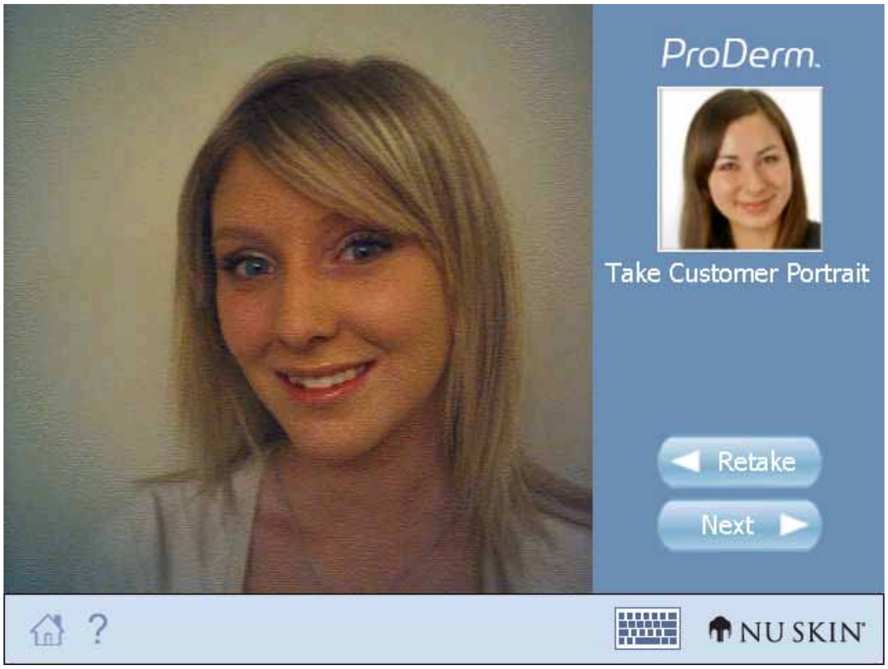
The number of **Profiles Remaining** is shown, indicating how many new profiles can be stored with the remaining memory.

A battery icon is also displayed at the bottom of the screen to help monitor battery usage.

2.4 STARTING A NEW CLIENT PROFILE

After you tap **New Client** to begin a ProDerm client profile, you will be prompted to take the client's identification photo.

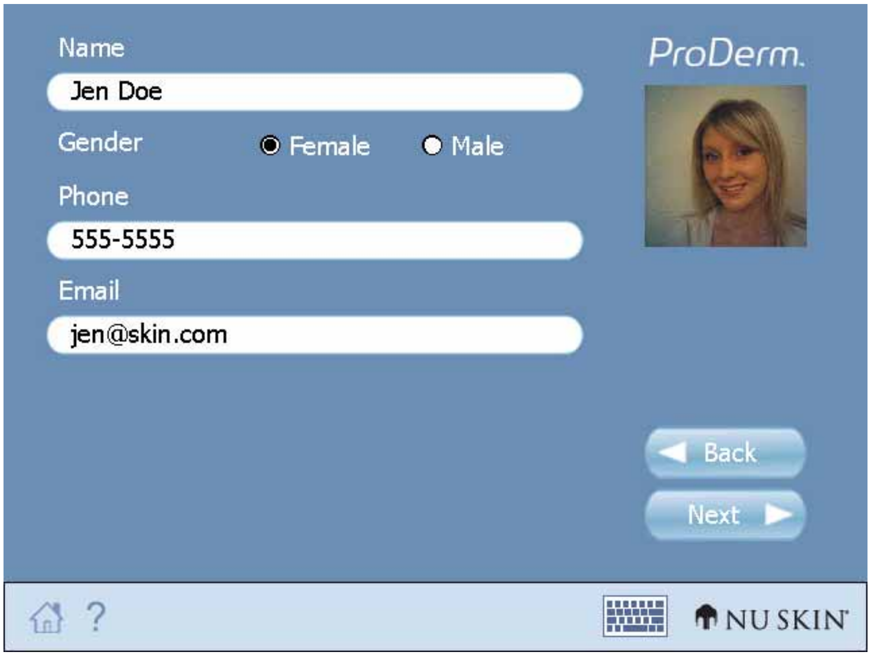
Center the subject's face in the screen and press the **Capture Button** on the back of the unit**,** or tap the **Capture Button** on the screen.



This identification photo always stays linked with all the images and information associated with the client profile.

NOTE: This photo is not taken with the imager, but with the smaller camera located on the back of the device.

After you capture the client photo, save the photo by tapping **Next**, or tap **Retake** to take the photo again.


Name
Jen Doe
Gender ● Female ○ Male
Phone
555-5555
Email
jen@skin.com

Next, enter the client information:

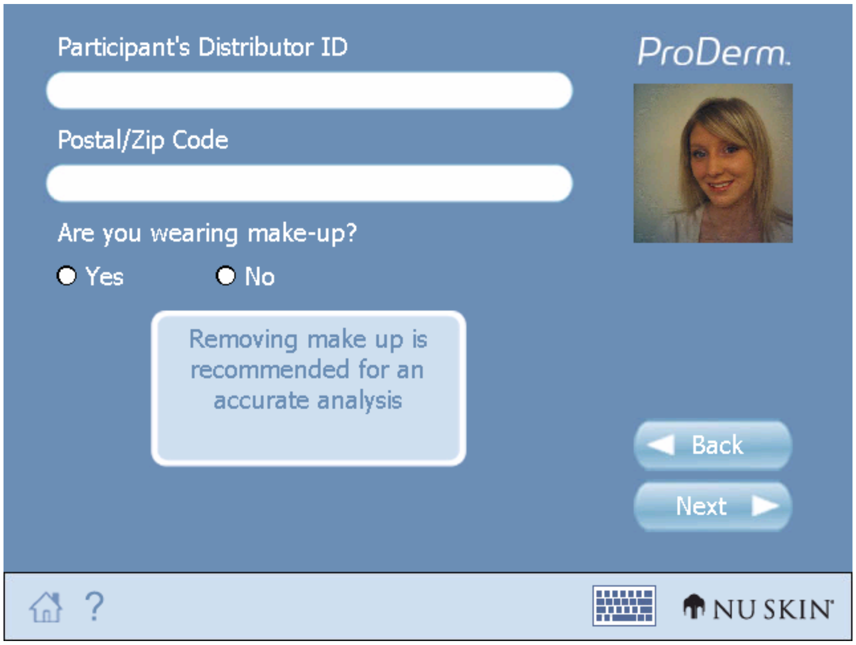
- **Name** (Required)
- **Gender** (Required)
- **Phone** (Optional)
- **E-mail** (Optional)

NOTE: You can close the keyboard by tapping any where on the screen or on the keyboard icon in the lower right-hand corner of the screen.

For your convenience the **"@"** symbol is already present in the e-mail field.

Each time you tap in a field requiring input, the keyboard will be displayed.

- Tap **Next** to advance to the next client information screen.



Participant's Distributor ID

Postal/Zip Code

Are you wearing make-up?

○ Yes ○ No

Removing make up is recommended for an accurate analysis

Continue entering client information:

- Participant’s Distributor ID (Optional)

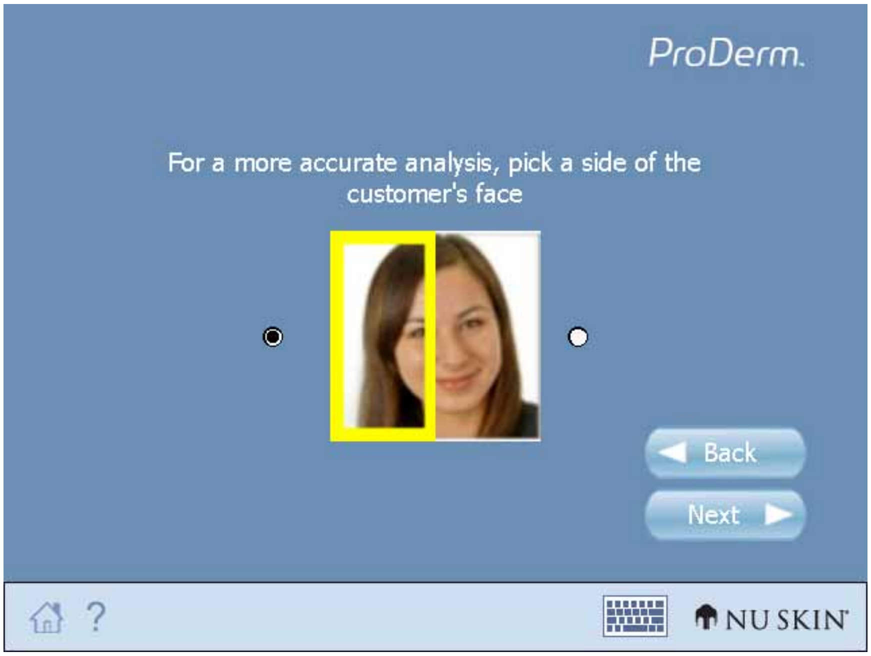
  This is not your Distributor ID number.

  Note: This number will be displayed when the profile results are printed.

- Postal/Zip Code
- The Postal/Zip Code will only appear in applicable markets.
- Are you wearing make-up?

  As the screen indicates, removing makeup will result in a more accurate analysis.

In order for this profile to be consistent with past or future profiles, it is necessary to record which side of the face was photographed.



For a more accurate analysis, pick a side of the customer's face

Indicate which side of the face will be used. After you select a side of the face, the other side of the sample picture will dim.

Be sure to take all skin images on the same side of the face as selected.

Now you are ready to take images of the skin.

2.5 PREPARING TO TAKE THE SKIN ATTRIBUTE IMAGES

Accuracy Guidelines

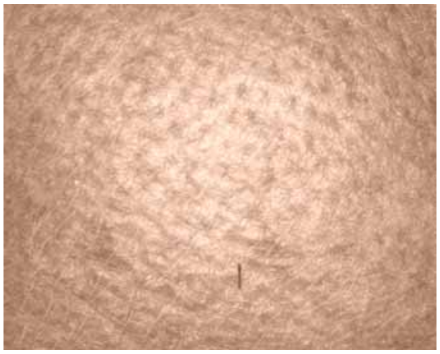
For the most accurate results, consistent, quality images need to be taken of the skin.

IMPORTANT: Conducting practice profiles will greatly improve the consistency and accuracy of the skin images you take (20 to 30 practice profiles are recommended before you profile clients). These practice profiles will also help you become familiar with and comfortable using ProDerm.

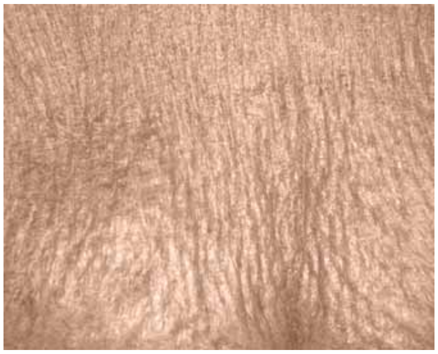
Follow the steps below each time you prepare to take a skin attribute image.

1. Ask the client to relax so that facial features are at rest. Relaxed skin will result in crisper images.

Relaxed Skin



Not Relaxed



2. Make sure the imager is positioned correctly.
3. The client should be seated to avoid movement.
4. Have the client sit up straight and sit still.
5. You will need to move the client's head to optimally position them for each image. Politely ask the client if you can touch his or her face or head before moving it into position.

6. To ensure optimal focus, it is important that you see the screen clearly. Your line of sight should be directly at the screen. You may need to have the client turn their head toward you so you can see the screen clearly before you capture the image.

7. The ProDerm instrument does not need to be strictly vertical to take a good image. It can be rotated if needed.

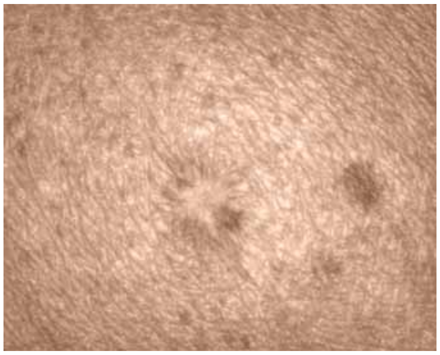
8. With practice, you will consistently take images in the same location. This will help ensure that when you conduct follow-up profiles, the new set of images will be consistent with the first.

Avoid these issues.

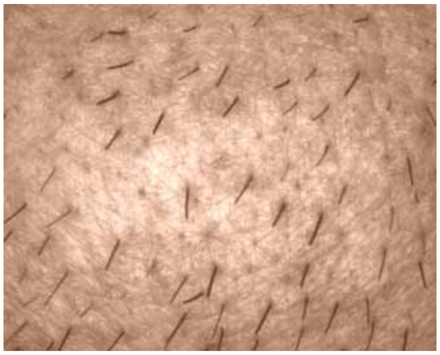
1. Skin features that could be misinterpreted – for example, a furrowed brow or shadows from a deep wrinkle may be incorrectly interpreted as discoloration due to the shadowing of a wrinkle.

2. Facial features that do not represent an overall skin pattern, such as moles, hairs, and thick razor stubble, should be avoided. Although ProDerm can screen out many of these features, you should avoid them when possible.

Avoid Moles and Skin Growths



Avoid Stubble



3. Makeup can adversely affect the profile results. If a client wishes to remove their makeup before a profile, recommend Pure Cleansing Gel or Creamy Cleansing Lotion. Using products that dry out the skin will result in poorer images. A clean face will produce a better representation of the skin attributes.

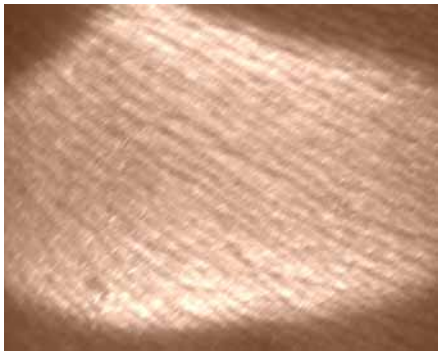
4. Avoid taking pictures in bright light or sunlight as the screen will be difficult to see.

5. Keep the ProDerm instrument steady and flush against the skin.

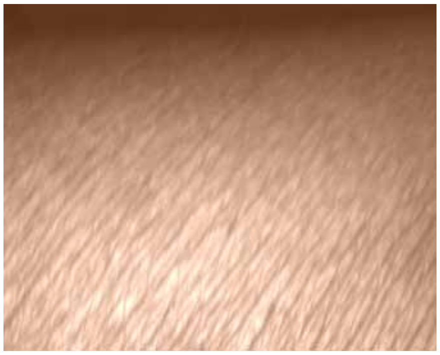
6. Not applying consistent pressure against the skin will result in distorted, poorly focused images, uneven pressure creates inconsistent illumination. This could lead to the misinterpretation of skin attributes by the software.

7. Not enough pressure can cause shadows around the outside edges of the image – this occurs when there is outside light on the image, or the imager's LEDs are not able to direct light properly across the skin.

Avoid Shadows



Avoid Movement



8. Too much pressure against the skin can result in stretched and distorted images, or turn fine lines into wrinkles.

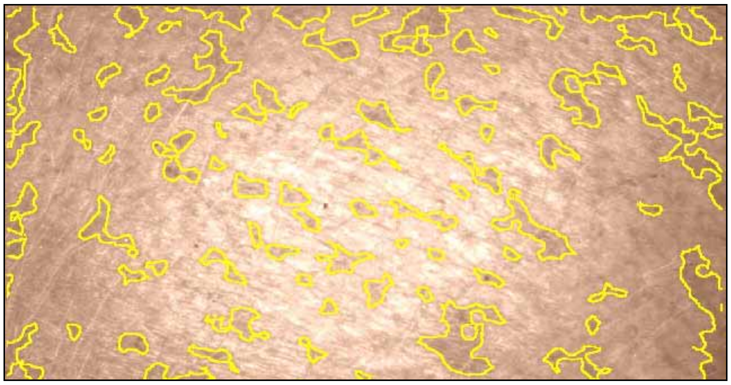
9. Be careful to not move the ProDerm instrument when capturing an image. This will result in a blurry image.

10. If an image doesn't come out right, don't be afraid to take a new image.

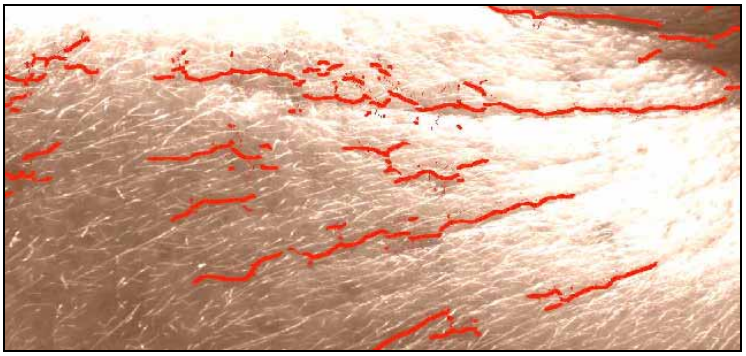
2.6 THE SKIN ATTRIBUTES

Explain to your customer that the ProDerm measures four skin attributes:

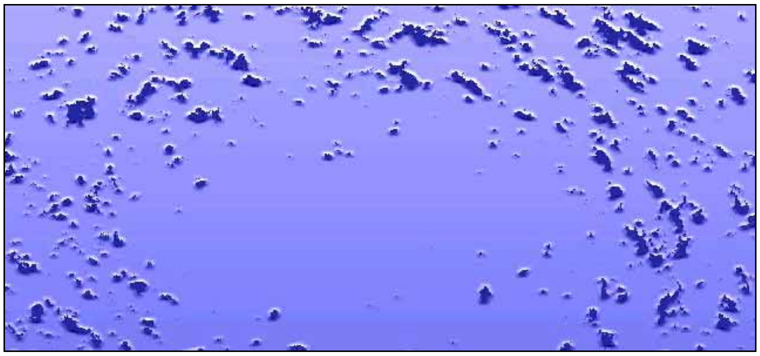
Discoloration: Mottled, spotty, or patchy over-expression of color in the skin.



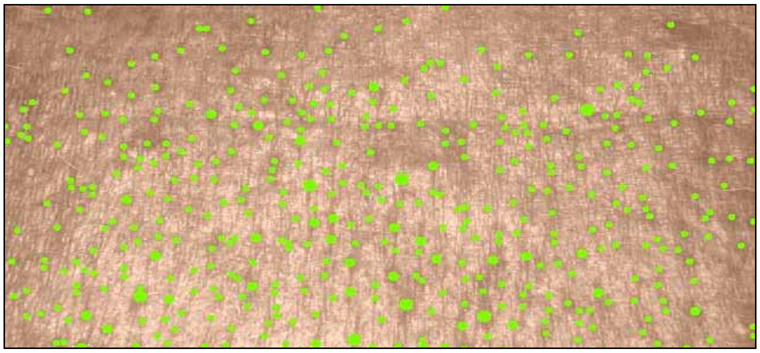
Lines and Wrinkles: The results of collagen breakdown along the musculature of the face or, in advanced cases, the result of diffuse loss of the structural architecture (collagen) throughout the face.



Skin Texture: The smoothness of the skin. Undesirable dead cell build-up on the surface of skin can decrease skin smoothness. This results from age or environmental factors.



Pore Size: Enlarged pores are more visible to the eye due to engorgement with sebum or loss of structural architecture.

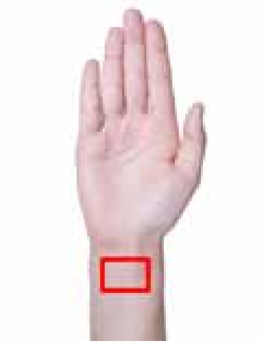
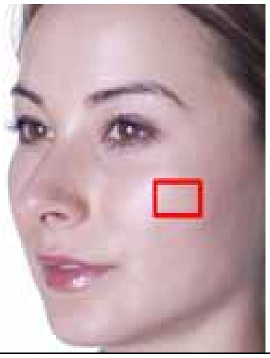
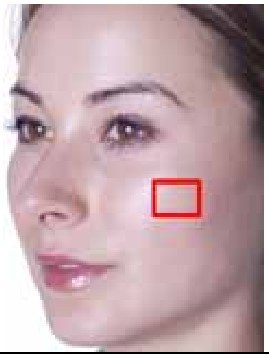


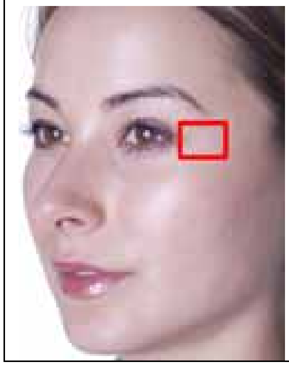
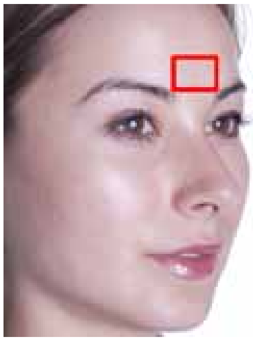
2.7 THE IMAGES

Five images will be taken during the profile. They are taken in specific locations to best assess the skin's appearance.

Images are taken in these locations:

On the wrist (to create a baseline)
Centered on the cheek (first of two)
Centered on the cheek (second of two)
At the outside corner of the eye
On the forehead

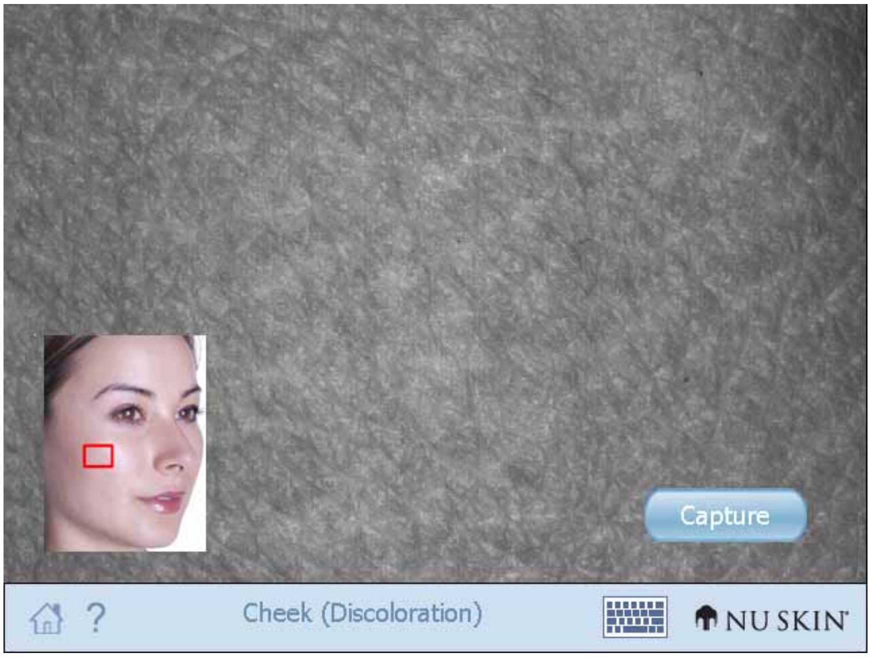
		Wrist - Baseline Cheek - Discoloration Cheek - Texture Eye – Lines and Wrinkles Forehead - Pores

Dermatologists have determined that these locations are best for evaluating the four skin attributes.

Tap **Next** or the **Forward Button** to advance to the next screen and begin taking the skin attribute images.

2.8 TAKING THE PICTURES

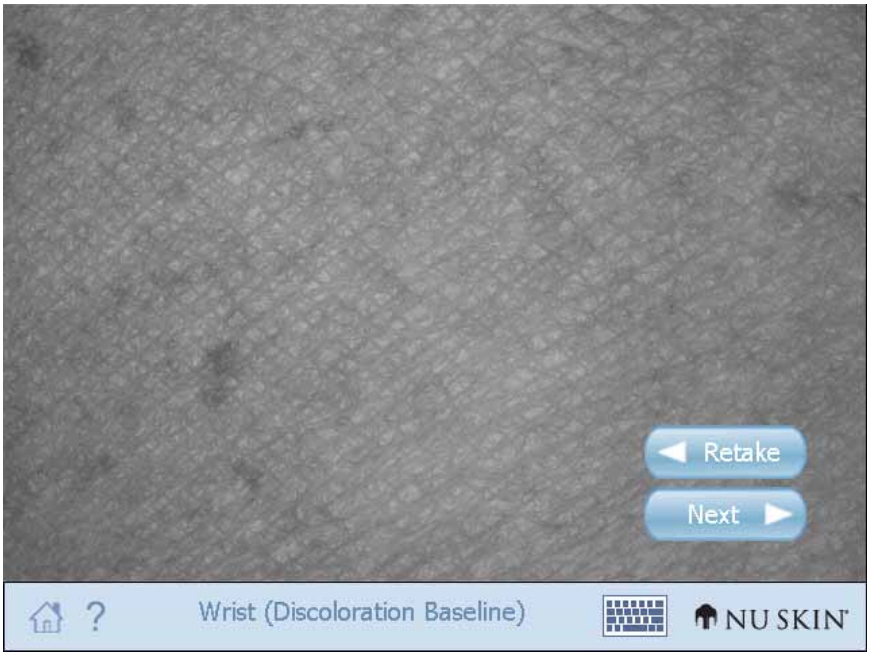
The picture on the bottom left corner of the screen provides a guide for camera placement.



Place the image barrel flush with the customer's skin and either press the **Capture** button located on the back of the device, or tap **Capture**.

Remember to avoid pressing too hard against the customer's skin which may stretch or distort the image. Also avoid shadows, or other features that will have a negative effect on the skin analysis.

After capturing the image, tap **Next** or the **Forward Button** to save the image.


Retake
Next
Wrist (Discoloration Baseline)
NU SKIN

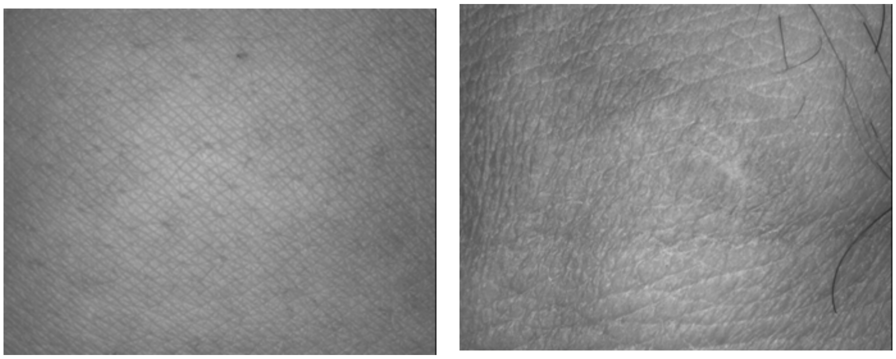
You may retake a picture by tapping **Retake** or by pressing the **Back** button on the device.

TIP: Holding down the capture button for two to three seconds while capturing the image helps prevent unwanted movement.

The Baseline Image

The wrist image is used to create a baseline for the subject's skin.

Examples of Well Captured Baseline Images:



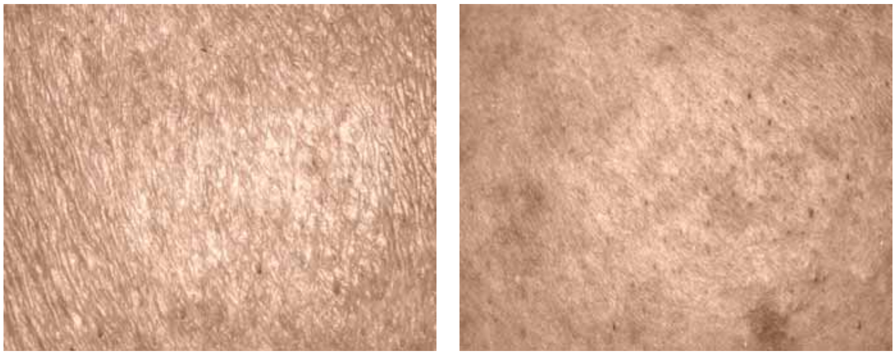
Discoloration

The next image is used to assess skin discoloration.

This image is taken in the middle of the cheek, just below the cheekbone, as shown in the lower-left-hand corner of the screen. This smaller image shows you where to position the ProDerm imager.

Remember to avoid distortions, shadows, or other features that will have a negative effect on the skin analysis.

Examples of Well Captured Discoloration Images:



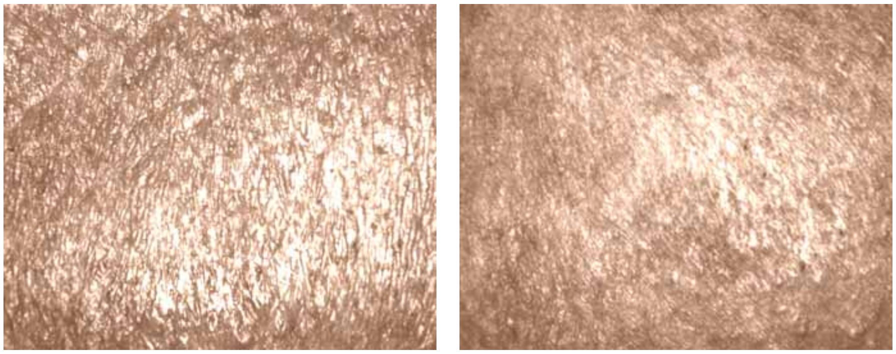
Texture

The next image is taken to evaluate **Texture**.

This image is taken in the same location as the previous picture; in the middle of the cheek, just below the cheekbone.
For the texture evaluation, it is important that all edges of the imaging barrel are touching the skin to avoid letting in external light.

Be careful to capture a representative sample of the client's skin.

Examples of Well Captured Texture Images:



Lines and Wrinkles

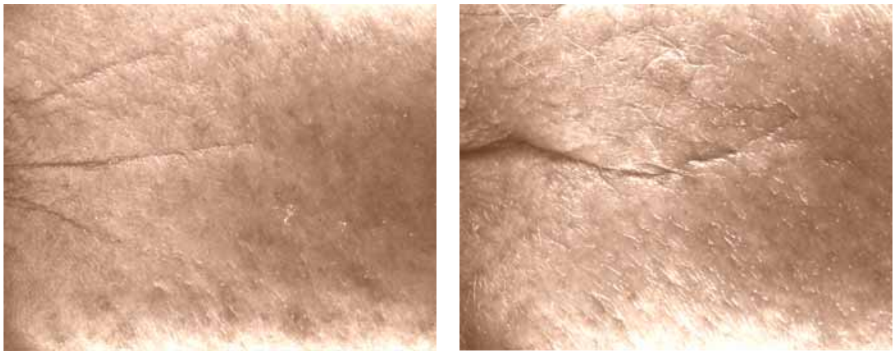
The next image is taken to evaluate **Lines and Wrinkles**.

The image is taken near the outside corner of the eye.

In the case of the wrinkles evaluation, wrinkle features that cast shadows will result in a more accurate analysis. However, you should not take the image too close to eye.

Ask the client to relax so that the facial features are at rest, and place the imager flush against the skin to take the image. Be careful to not press too hard as this will flatten the skin artificially.

Examples of Well Captured Lines and Wrinkle Images:



Pore Size

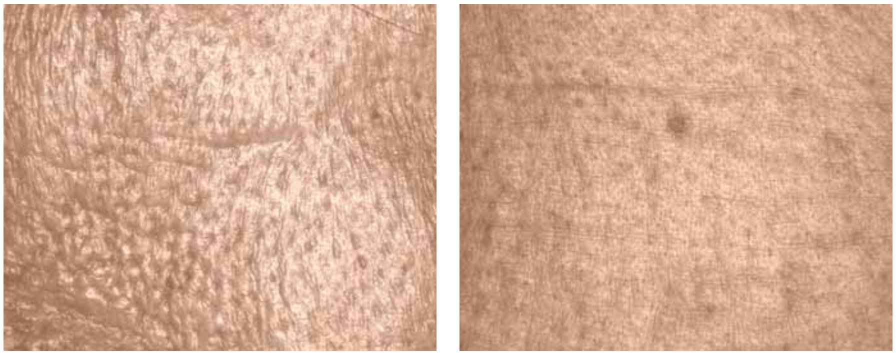
The last image is taken to analyze **Pore Size**.

The pore size image is taken on the center of the forehead, just above the brow line.

You should focus on capturing any large pores in the region, and pay special attention to holding the ProDerm flush against the skin so as not to get shadows around the edge of the image.

TIP: Some ProDerm users prefer to use the side of the nose instead of the forehead to evaluate pore size. Although the image may be more difficult to duplicate for follow up sessions, this area generally provides a good view for pore analysis if desired.

Examples of Well Captured Pore Size Images:



After the client photo and five skin images are captured, the ProDerm software analyzes the images.

It takes about one minute for the images to be processed and analyzed.

2.9 EXPLAINING THE PROFILE RESULTS

After the proprietary ProDerm software has finished the analysis, the results will be displayed.

Depending on the skin attribute, the image will be highlighted in such a way as to demonstrate the results of the analysis.

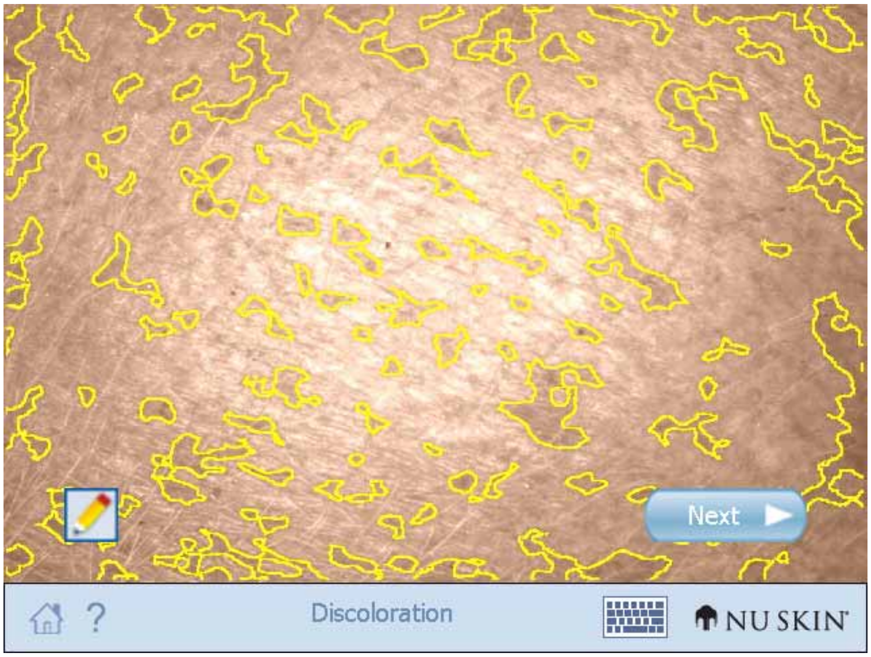
TIP: You can tap on the pencil icon to hide the analysis highlights and display only the image.

You can move back and forth through the images using the **Back** and **Next** icons.

Discoloration

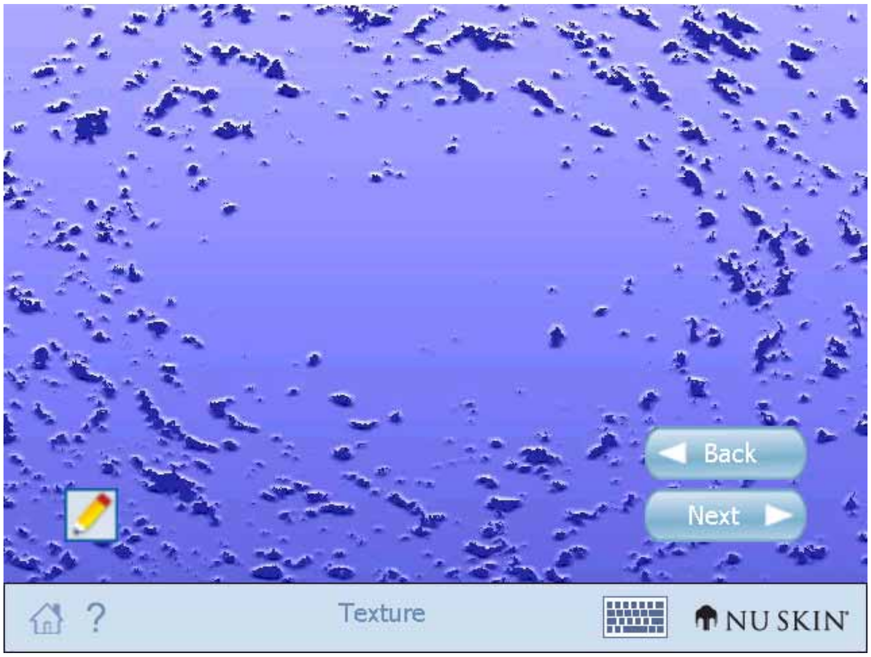
In the discoloration results images, areas of discoloration are outlined.

The ProDerm identifies the "natural" background skin color for each client to appropriately determine contrast of areas marked as discolored. ProDerm will factor both the size of the area affected and the contrast of color to perform the analysis.



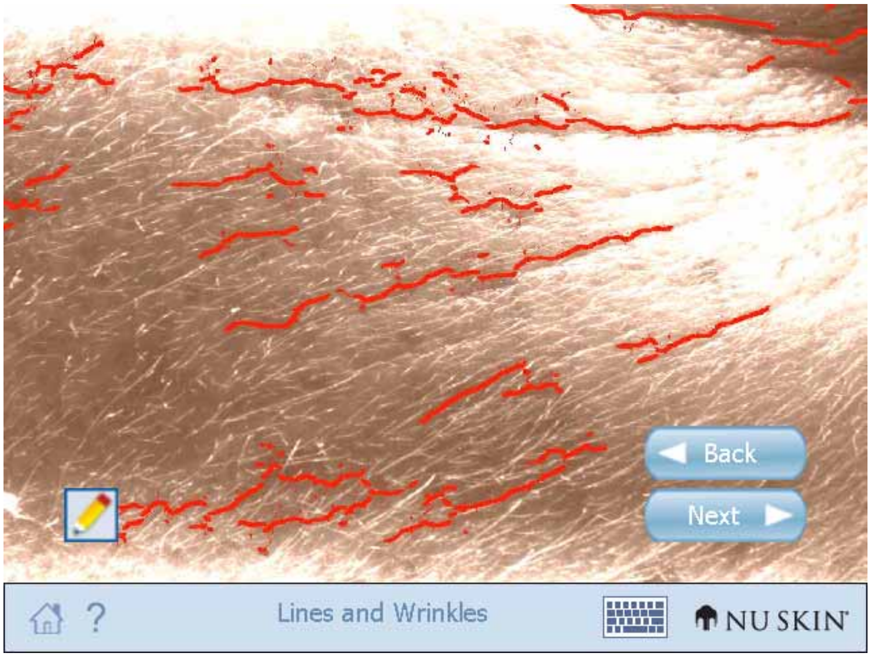
Texture

Next, the texture results image is displayed.


Back
Next
Texture
?
NU SKIN

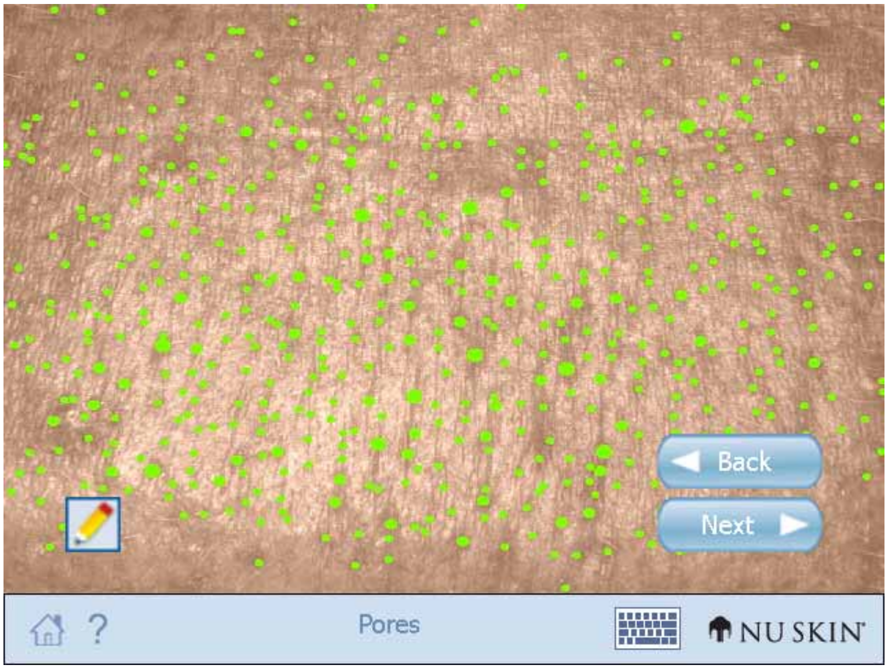
Lines and Wrinkles

After the texture results image has been shown, the lines and wrinkles results image will be displayed.


Back
Next
?
Lines and Wrinkles
NU SKIN

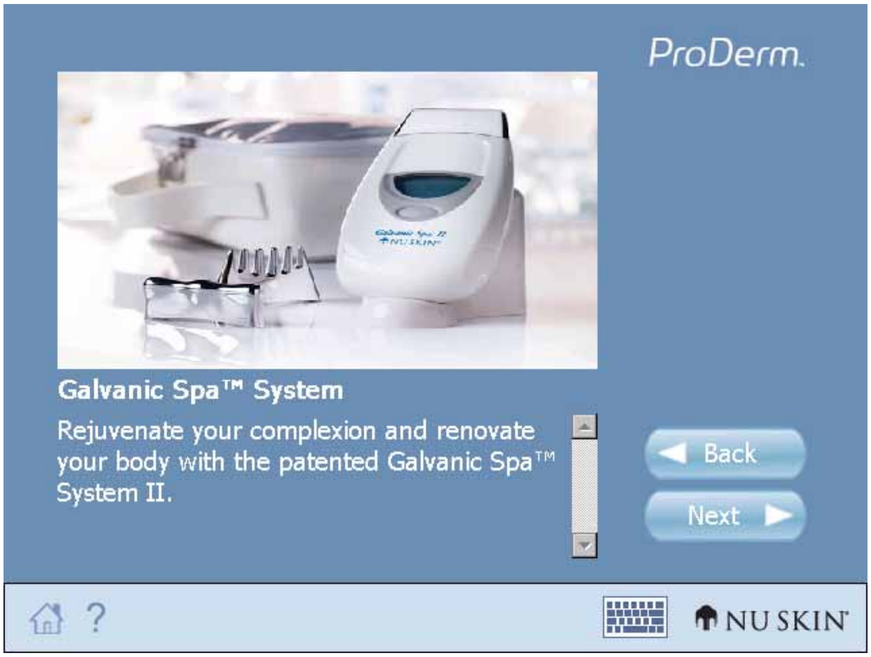
Pore Size

And finally, the pore size results image is shown.


Back
Next
Pores
NU SKIN

Product Recommendation

After viewing the analysis results, a product recommendation will be made provided that you selected a product recommendation during the setup process.



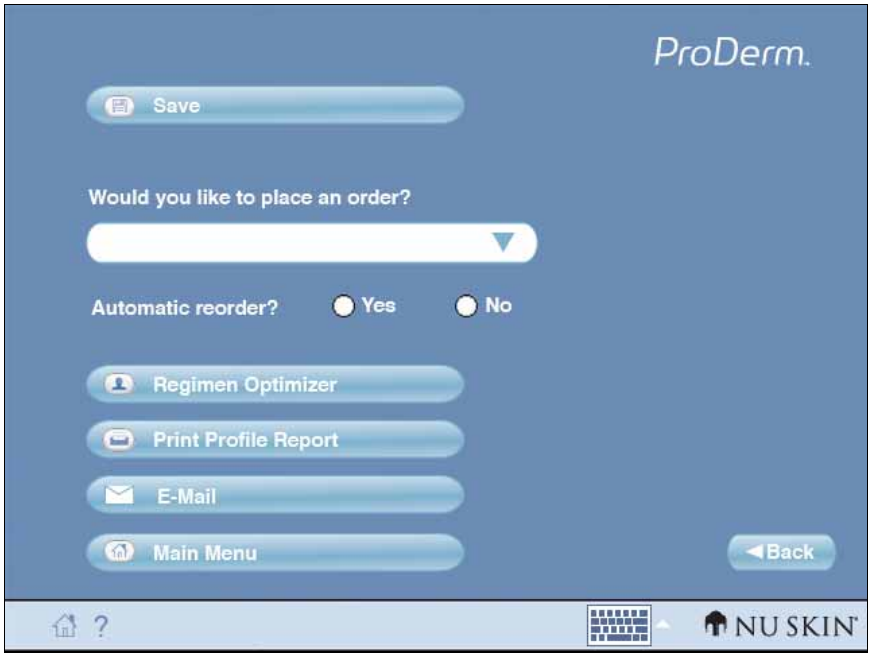
Galvanic Spa™ System

Rejuvenate your complexion and renovate your body with the patented Galvanic Spa™ System II.

If you would like to hide or change your product recommendation, press Setup from the Main Menu.

Tap the **Next** button to move to the next screen.

2.10 FINISHING A PROFILE / ADDITIONAL OPTIONS


ProDerm.
Save
Would you like to place an order?
Automatic reorder?
○ Yes
○ No
Regimen Optimizer
Print Profile Report
E-Mail
Main Menu
◀Back
?
NU SKIN

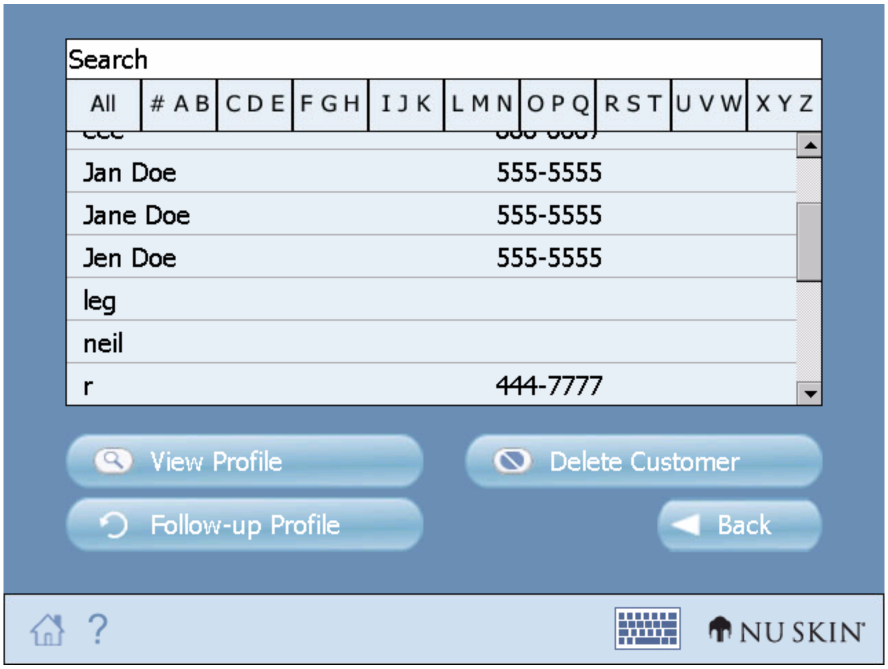
At the end of the initial customer profile, the profile will be automatically saved. If you make changes to the profile, remember to re-save it, or the changes will be lost.

- You can indicate if an order was placed by selecting a product from the drop-down menu.
- If a product is ordered, you can indicate if this is an automatic reorder, or not.
- The e-mail button will open the default email client with the customers email address in the "to" field.
- The Regimen Optimizer button will launch the Regimen Optimizer application.
- The Print button will attempt to print through USB to the connected printer.

You also have the option to return to the main menu.

2.11 FOLLOW-UP PROFILES / WORKING WITH CUSTOMER DATA

After selecting **Existing Profile** on the main screen, you can highlight a desired profile.

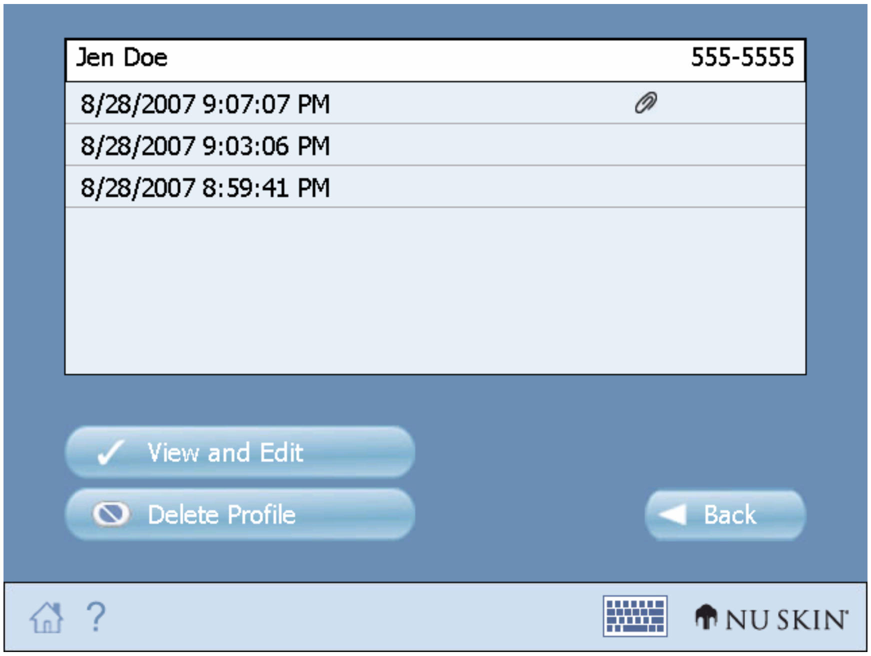

Search
All
# A B
C D E
F G H
I J K
L M N
O P Q
R S T
U V W
X Y Z
View Profile
Delete Customer
Follow-up Profile
Back
?
NU SKIN

Jan Doe	555-5555
Jane Doe	555-5555
Jen Doe	555-5555
leg	
neil	
r	444-7777

After highlighting a profile, you can:

- Tap **View Profile** to go through the results of that profile.
- Tap **Follow Up Profile** to add a follow up profile for the customer.
- Tap **Delete Profile** to remove the highlighted profile from the ProDerm memory.

Once you tap to view a profile, all the profiles for the selected customer are listed.


Jen Doe 555-5555

8/28/2007 9:07:07 PM

8/28/2007 9:03:06 PM

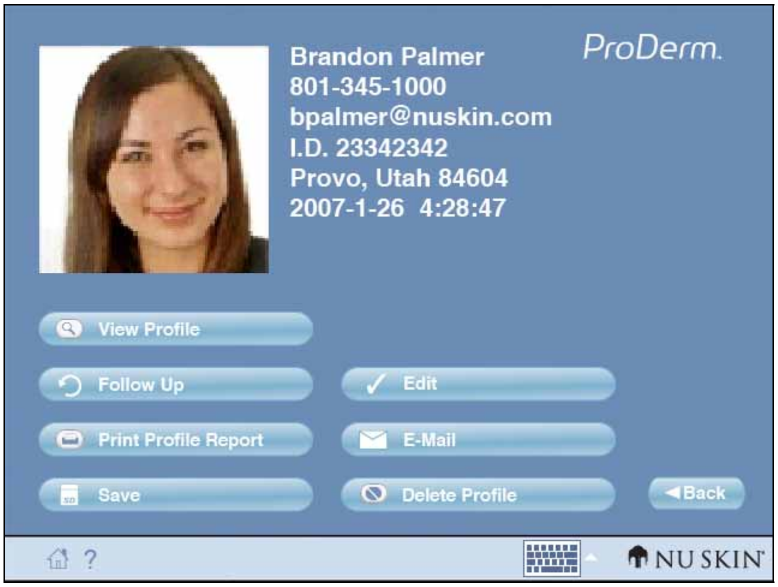
8/28/2007 8:59:41 PM

✓ View and Edit
Delete Profile
◀ Back
?
NU SKIN

Profiles that have not been uploaded to the desktop will have an attachment icon (paperclip) signifying that the images are still on the ProDerm.

- Select a profile and tap **View and Edit** to see the results of that profile.

- Tap **Delete Profile** to delete the selected profile.


Brandon Palmer
801-345-1000
bpalmer@nuskin.com
I.D. 23342342
Provo, Utah 84604
2007-1-26 4:28:47

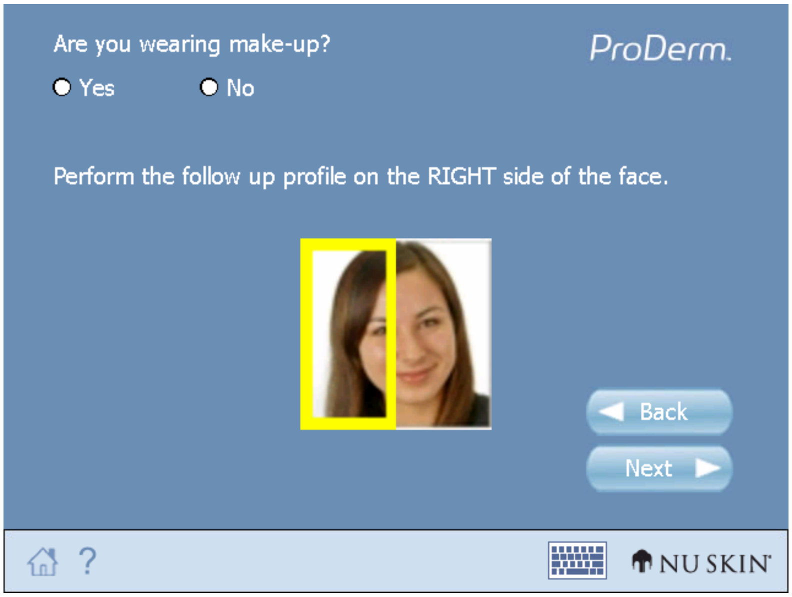
ProDerm.
View Profile
Follow Up
Edit
Print Profile Report
E-Mail
Save
Delete Profile
◀Back
?
NU SKIN

This screen shows details regarding the selected profile.

If the profile has not been uploaded to the desktop, tap **View Profile** to review the profile results.

If the profile has been uploaded to the desktop, you will be able to edit customer information, but not view, print, or email the results. Those operations will be available from the desktop application.

- Tap **Follow Up** to begin a follow up profile for the customer.
- Tap **Print Profile Report** to print the profile.
- Tap the **Edit** to update customer information.
- Tap the **Email** to email the profile to the customer once connected to a PC.
- Tap **Delete Profile** to delete all information about this profile, including any images not uploaded to the desktop. You will be prompted to confirm the deletion.



Are you wearing make-up?

○ Yes ○ No

Perform the follow up profile on the RIGHT side of the face.

When you begin a follow-up profile, you must indicate whether the customer is wearing make up (will appear only if the customer is female), and select which side of the face will be profiled.

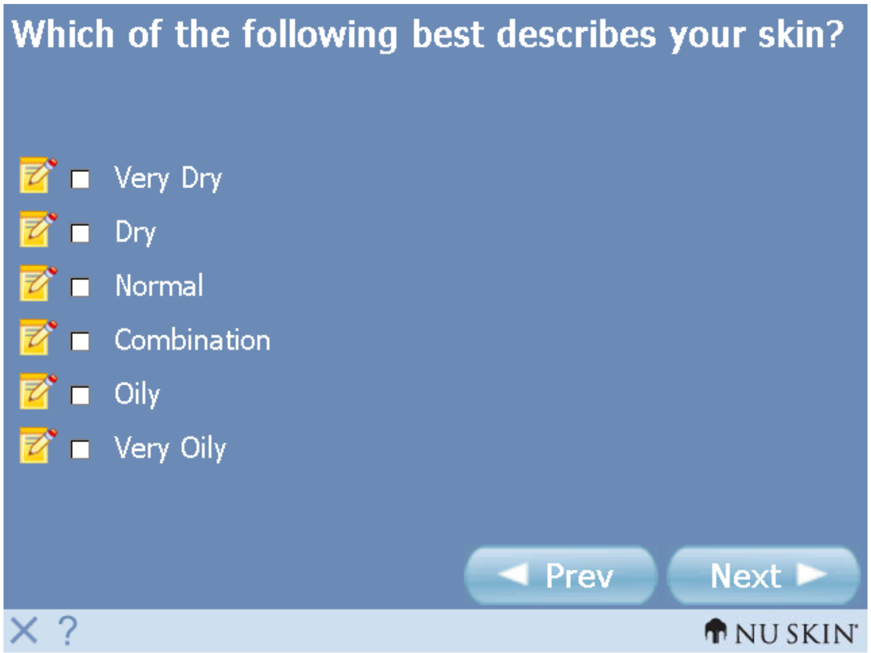
- Tap the **Next** button to proceed. The experience from this point will be the same as during a new customer profile.

3 USING THE REGIMEN OPTIMZER

If the Regimen Optimizer is selected at the end of a profile, the results of that profile (the product recommendation) will be used during the optimizer analysis.

Some of the initial Regimen Optimizer questions will be answered by default passed on profile information.

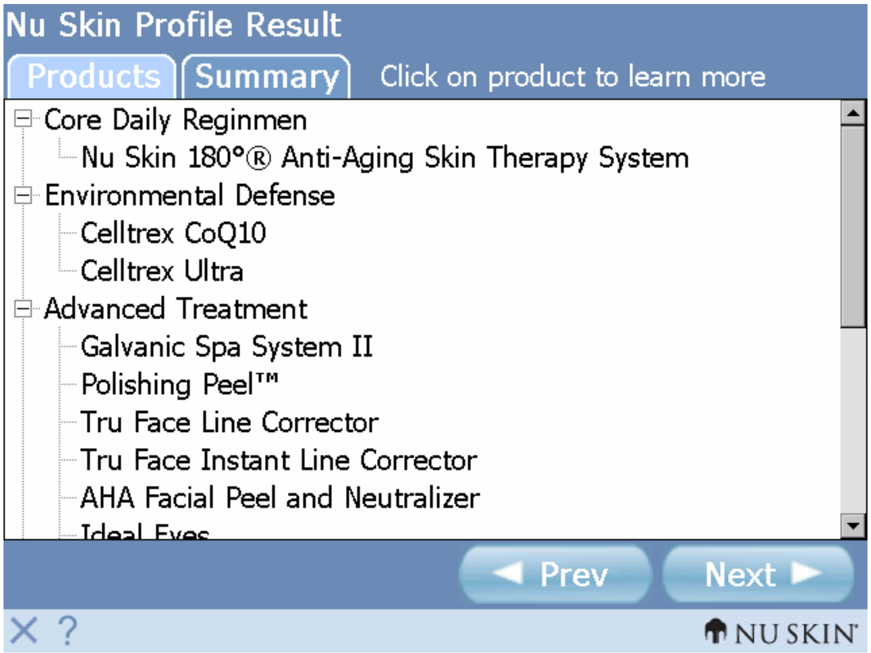
The Regimen Optimizer will ask you questions about the condition of your skin.



Which of the following best describes your skin?

- ☐ Very Dry
- ☐ Dry
- ☐ Normal
- ☐ Combination
- ☐ Oily
- ☐ Very Oily

At the end of the optimizer experience, a list of specific products will be recommended. This optimized product recommendation information will be stored with the ProDerm profile information.


Nu Skin Profile Result
Products
Summary
Click on product to learn more
Prev
Next
NU SKIN

Core Daily Reginmen
- Nu Skin 180°® Anti-Aging Skin Therapy System

Environmental Defense
- Celltrex CoQ10
- Celltrex Ultra

Advanced Treatment
- Galvanic Spa System II
- Polishing Peel™
- Tru Face Line Corrector
- Tru Face Instant Line Corrector
- AHA Facial Peel and Neutralizer
- Ideal Eyes

You will also see this information from the Regimen Optimizer on the printed profile report page.

4 Using the Desktop Software

4.1 INSTALLATION

The ProDerm desktop software is designed for use with your ProDerm Skin Analyzer to help you manage your profiles. You can store profiles, e-mail profile reports, track client results, and analyze your business using the business management tools included with the software.

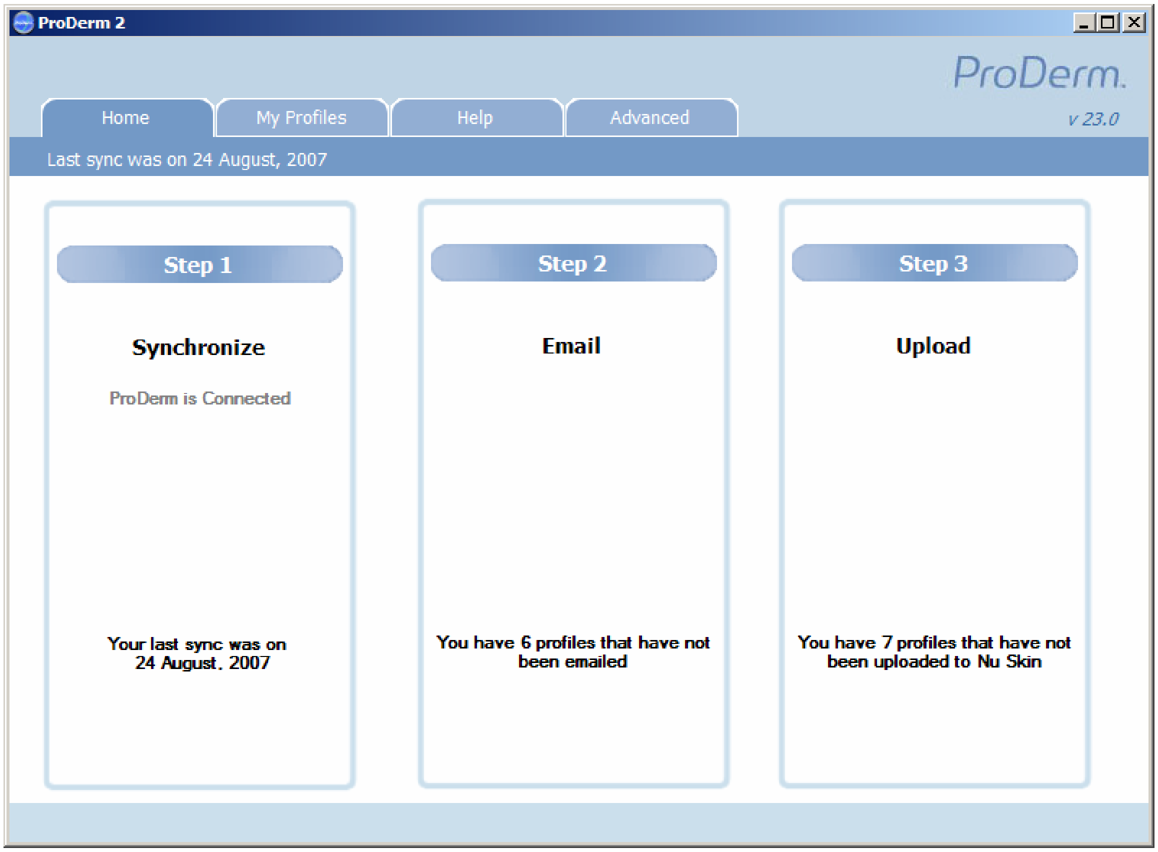
- Install the ProDerm desktop software on your personal computer (PC).

- Insert the ProDerm CD into your PC. An installer window will open. This window will contain instructions and prompts to take you through the installation process.

- Follow the instructions on the screen. You will be asked to accept the terms of the software license agreement and enter some client information.

- After the installation is complete, there will be an icon for the desktop software on your PC desktop.

4.2 THE HOME SCREEN


ProDerm 2
ProDerm.
v 23.0
Home
My Profiles
Help
Advanced
Step 1
Synchronize
Step 2
Email
Step 3
Upload

Last sync was on 24 August, 2007

ProDerm is Connected

Your last sync was on 24 August, 2007

You have 6 profiles that have not been emailed

You have 7 profiles that have not been uploaded to Nu Skin

From the **Home** screen, you can switch between four tabs to access all of the desktop software functions. Below the four tabs, the date of your last synchronization with your ProDerm instrument is shown.

The main options are presented on the screen as three steps:

- Click **Synchronize** to share data between the desktop software and your ProDerm instrument. All profiles on your ProDerm instrument will be moved to your PC.

  The status of the synchronization process is shown.

  The date of your last synchronization is also shown.

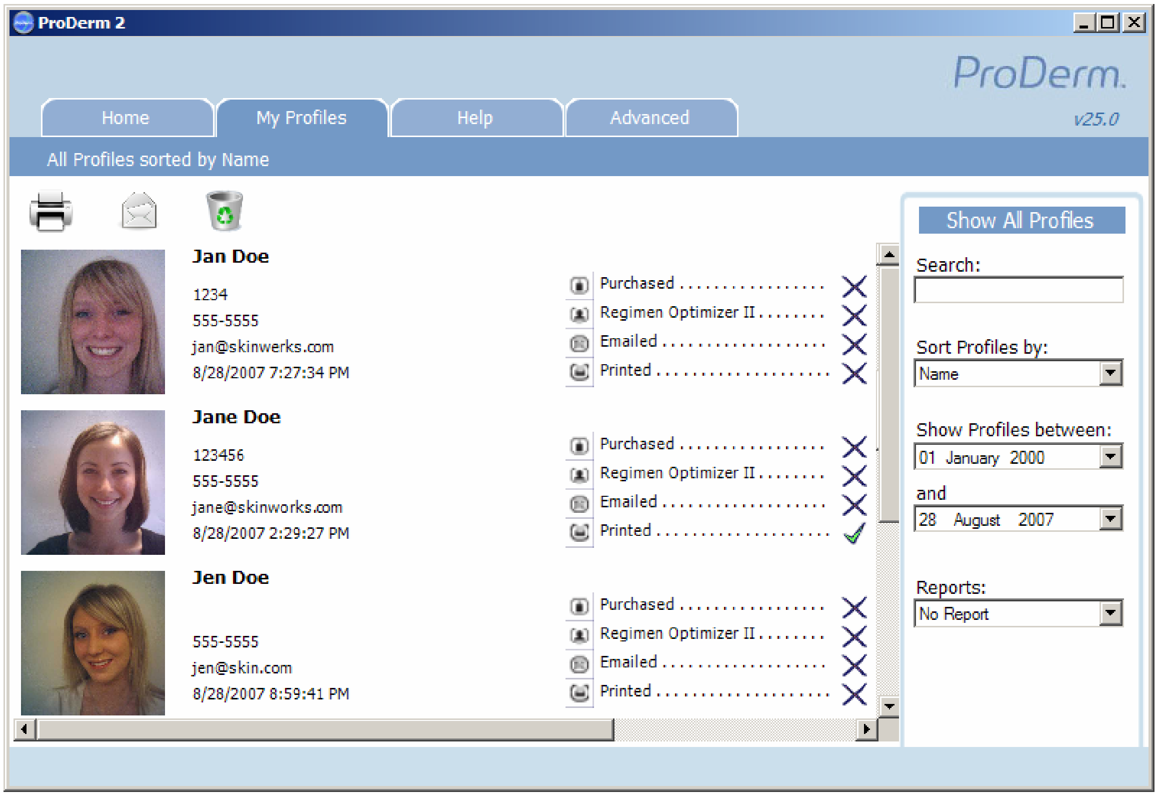
- Click **Email** to access a list of the profiles that have not been mailed to the client.

- Click **Upload** to send new profile information to Nu Skin.

  The status of the upload process is shown.

  Nu Skin gathers this data for future ProDerm Skin Analyzer research and development.

4.3 MY PROFILES



All Profiles sorted by Name

Jan Doe
1234
555-5555
jan@skinwerks.com
8/28/2007 7:27:34 PM

Purchased	✗
Regimen Optimizer II	✗
Emailed	✗
Printed	✗

Jane Doe
123456
555-5555
jane@skinworks.com
8/28/2007 2:29:27 PM

Purchased	✗
Regimen Optimizer II	✗
Emailed	✗
Printed	✓

Jen Doe
555-5555
jen@skin.com
8/28/2007 8:59:41 PM

Purchased	✗
Regimen Optimizer II	✗
Emailed	✗
Printed	✗

Search:
Sort Profiles by: Name
Show Profiles between: 01 January 2000
and 28 August 2007
Reports: No Report

The **My Profiles** screen displays information about all of your profiles, organized by customer name.

Each profile entry in the list displays the following information:

- Customer name
- Phone number
- E-mail address
- Date the profile was conducted

The following is also displayed, with a check box indicator. The box will be automatically checked when:

- The customer has made an order
- The Regimen Optimizer was used to focus the product recommendation
- A profile report has been e-mailed to the customer
- The profile report has been printed

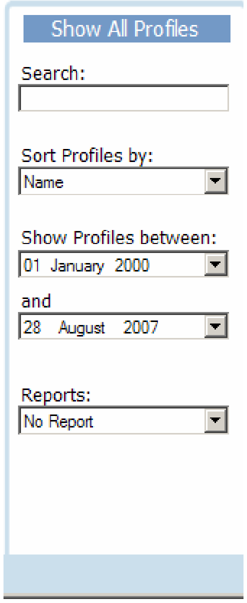
Click to select a profile. Once selected you can do the following by clicking on the appropriate icon at the top of the screen:

🖨	Print the profile report
✉	E-mail the profile report to the customer
🗑	Delete the profile

Double-click on the profile to go to view the profile. Here you can:

🖨	Print the profile report
✉	E-mail the profile report to the customer
🗑	Delete the profile
✎	Edit the customer information
📒	Go back to the list of profiles

On the right-hand side of the screen, there are several search options:



Search:

Sort Profiles by: Name

Show Profiles between: 01 January 2000

and 28 August 2007

Reports: No Report

Click **Show All Profiles** to see the entire list

Enter the customer name, or other keywords into the **Search** field.

Customer Profiles can be sorted according to:

- Name
- Phone
- Profile Date
- # of Profiles

You can specify a date range to display only those profiles taken during that period

You can run the following **Reports**:

Total Profiles (This report shows a graph of the number of profiles taken for each month during the last year).

Follow-up Profile (This report shows a pie chart representing follow-ups needed, and follow-ups completed).

Ordered (This report shows a graph of the number of customers who have ordered products for each month during the last year).

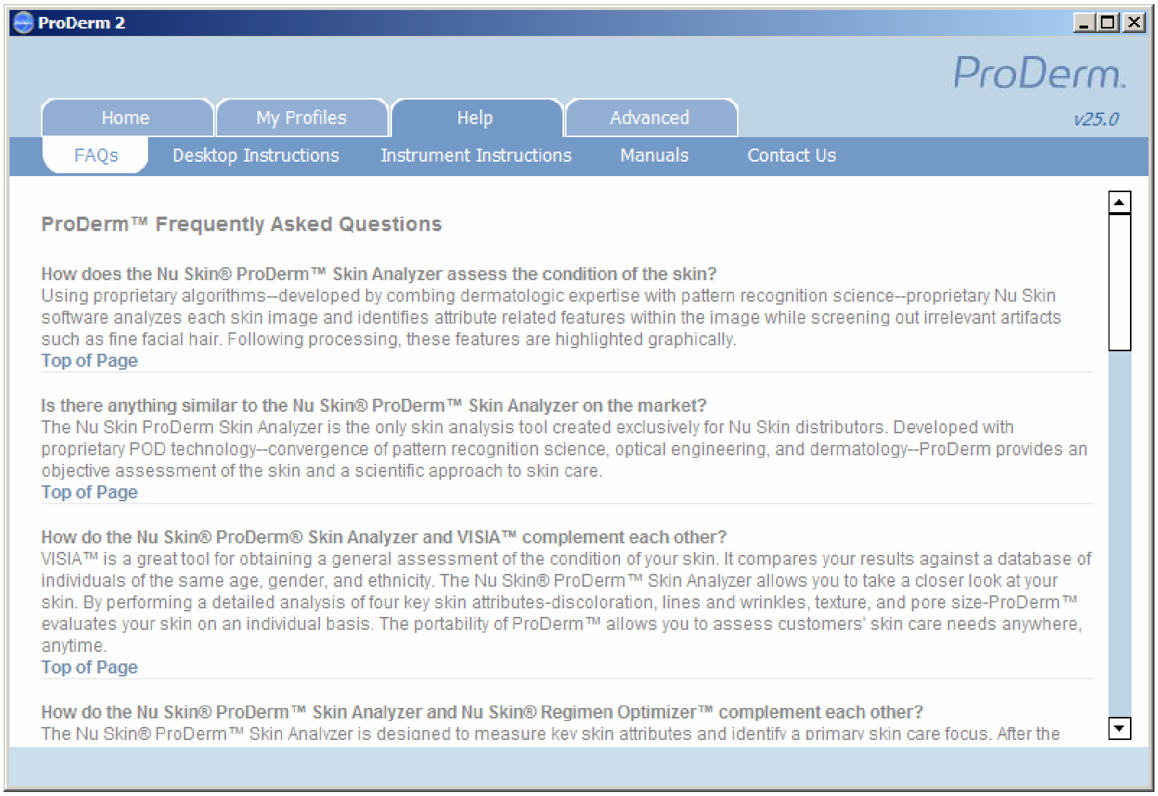
Automatic Reorder (This report shows pie charts representing customer orders that are automatic reorders, and orders that are not).

Conversion Rate (This report shows a pie chart representing customers who have placed an order and those who have not).

4.4 HELP

From the **Help** screen, help resources are broken into five groups.

FAQs



ProDerm™ Frequently Asked Questions

How does the Nu Skin® ProDerm™ Skin Analyzer assess the condition of the skin?
Using proprietary algorithms--developed by combing dermatologic expertise with pattern recognition science--proprietary Nu Skin software analyzes each skin image and identifies attribute related features within the image while screening out irrelevant artifacts such as fine facial hair. Following processing, these features are highlighted graphically.
Top of Page

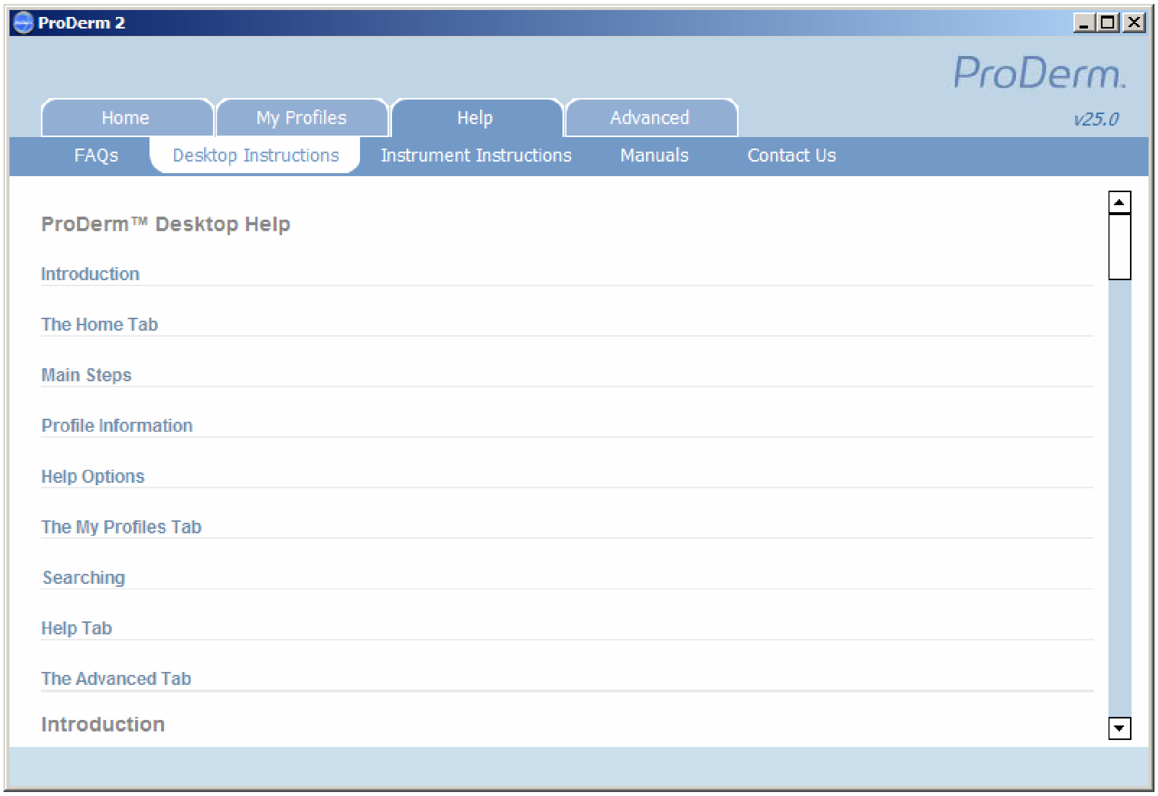
Is there anything similar to the Nu Skin® ProDerm™ Skin Analyzer on the market?
The Nu Skin ProDerm Skin Analyzer is the only skin analysis tool created exclusively for Nu Skin distributors. Developed with proprietary POD technology--convergence of pattern recognition science, optical engineering, and dermatology--ProDerm provides an objective assessment of the skin and a scientific approach to skin care.
Top of Page

How do the Nu Skin® ProDerm® Skin Analyzer and VISIA™ complement each other?
VISIA™ is a great tool for obtaining a general assessment of the condition of your skin. It compares your results against a database of individuals of the same age, gender, and ethnicity. The Nu Skin® ProDerm™ Skin Analyzer allows you to take a closer look at your skin. By performing a detailed analysis of four key skin attributes-discoloration, lines and wrinkles, texture, and pore size-ProDerm™ evaluates your skin on an individual basis. The portability of ProDerm™ allows you to assess customers' skin care needs anywhere, anytime.
Top of Page

How do the Nu Skin® ProDerm™ Skin Analyzer and Nu Skin® Regimen Optimizer™ complement each other?
The Nu Skin® ProDerm™ Skin Analyzer is designed to measure key skin attributes and identify a primary skin care focus. After the

A list of Frequently Asked Questions is displayed. Click the question to display the answer.

Desktop Instructions


ProDerm 2
ProDerm.
v25.0
Home
My Profiles
Help
Advanced
FAQs
Desktop Instructions
Instrument Instructions
Manuals
Contact Us

ProDerm™ Desktop Help

Introduction

The Home Tab

Main Steps

Profile Information

Help Options

The My Profiles Tab

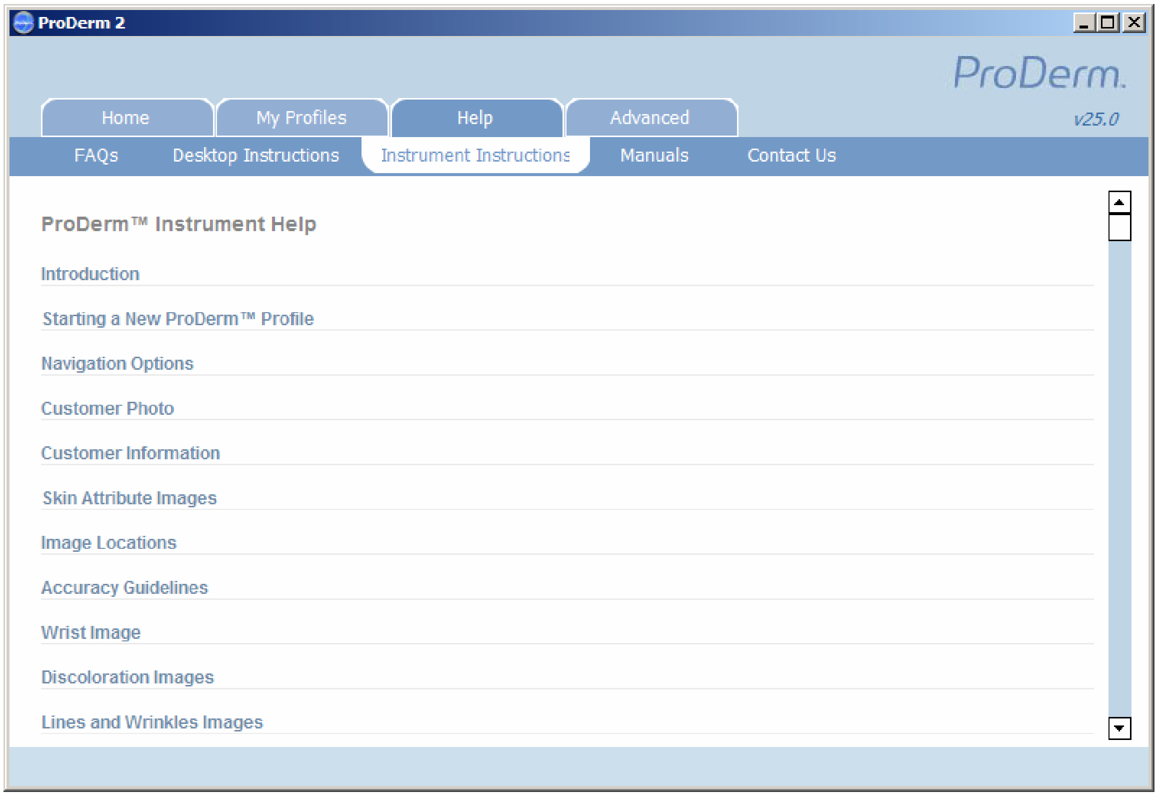
Searching

Help Tab

The Advanced Tab

Introduction

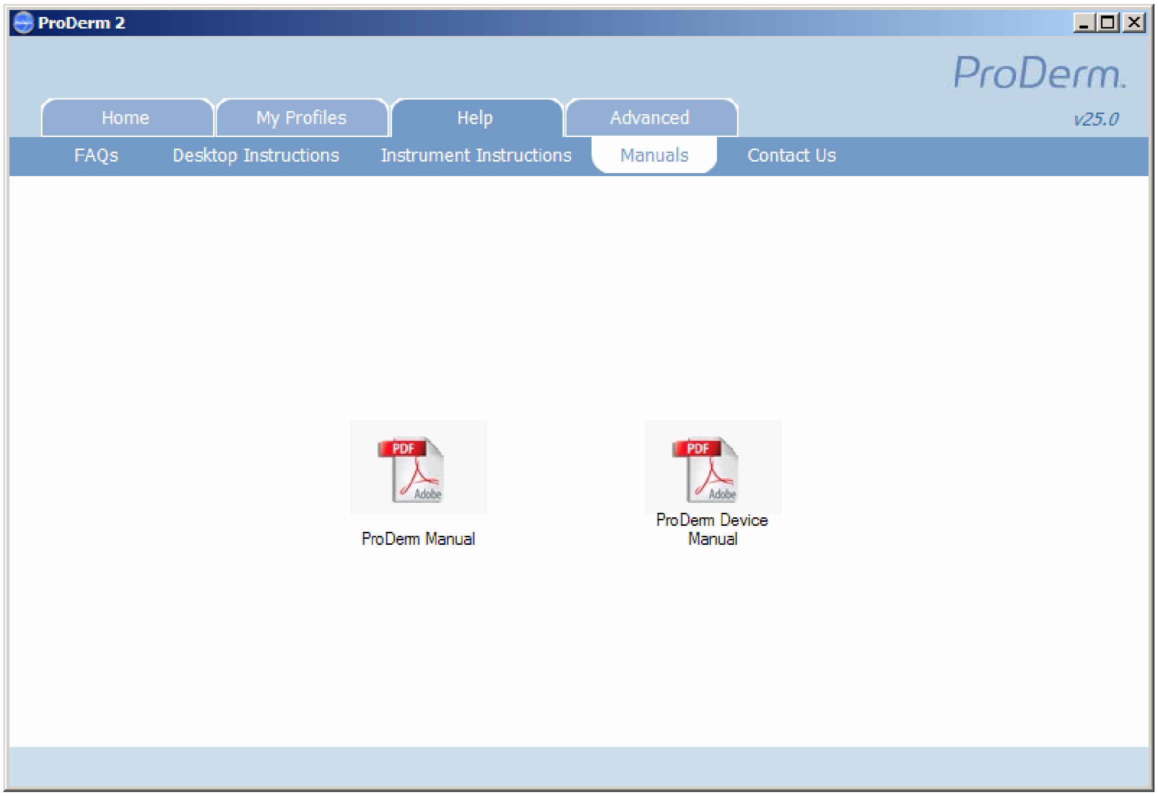
Instrument Instructions


ProDerm 2
ProDerm
v25.0
Home
My Profiles
Help
Advanced
FAQs
Desktop Instructions
Instrument Instructions
Manuals
Contact Us

ProDerm™ Instrument Help

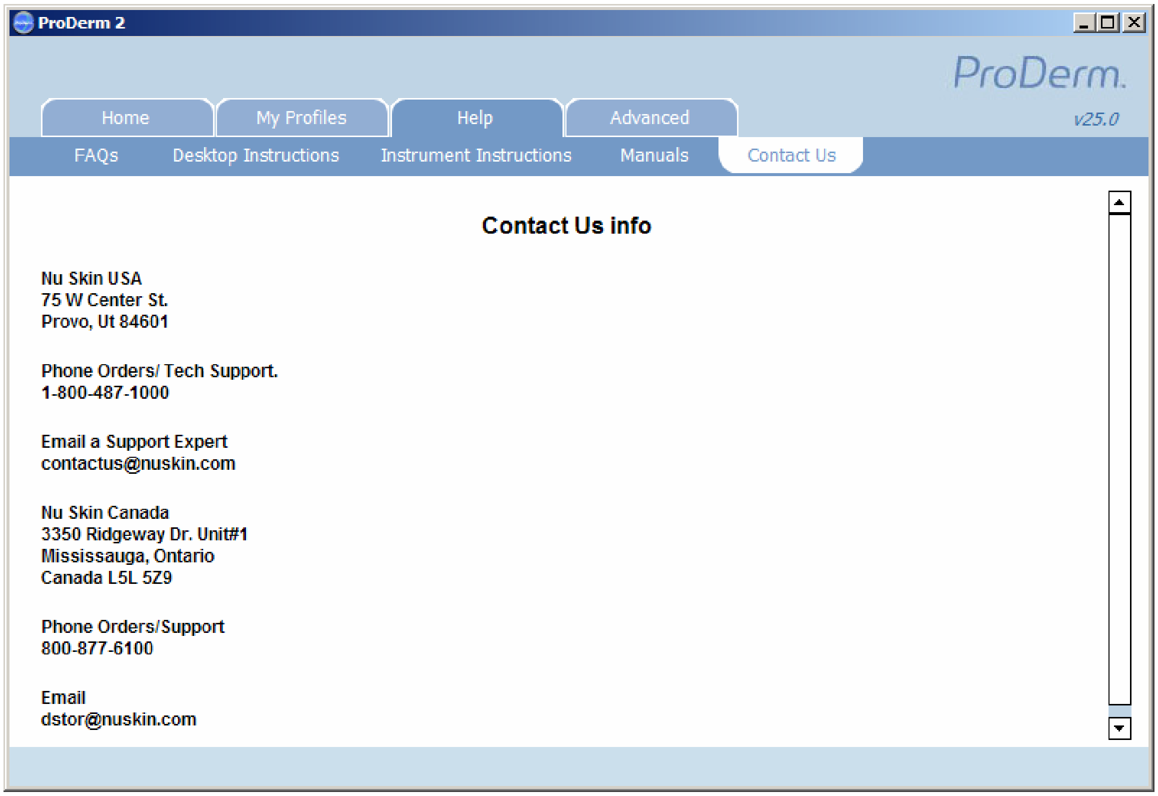
Introduction
Starting a New ProDerm™ Profile
Navigation Options
Customer Photo
Customer Information
Skin Attribute Images
Image Locations
Accuracy Guidelines
Wrist Image
Discoloration Images
Lines and Wrinkles Images

Manuals


ProDerm 2
ProDerm
v25.0
Home
My Profiles
Help
Advanced
FAQs
Desktop Instructions
Instrument Instructions
Manuals
Contact Us
PDF
Adobe
ProDerm Manual
PDF
Adobe
ProDerm Device Manual

The latest versions of the Manuals and Quick Start Guides are available to be downloaded and printed.

Contact Us


ProDerm 2
ProDerm.
v25.0
Home
My Profiles
Help
Advanced
FAQs
Desktop Instructions
Instrument Instructions
Manuals
Contact Us

Contact Us info

Nu Skin USA
75 W Center St.
Provo, Ut 84601

Phone Orders/ Tech Support.
1-800-487-1000

Email a Support Expert
contactus@nuskin.com

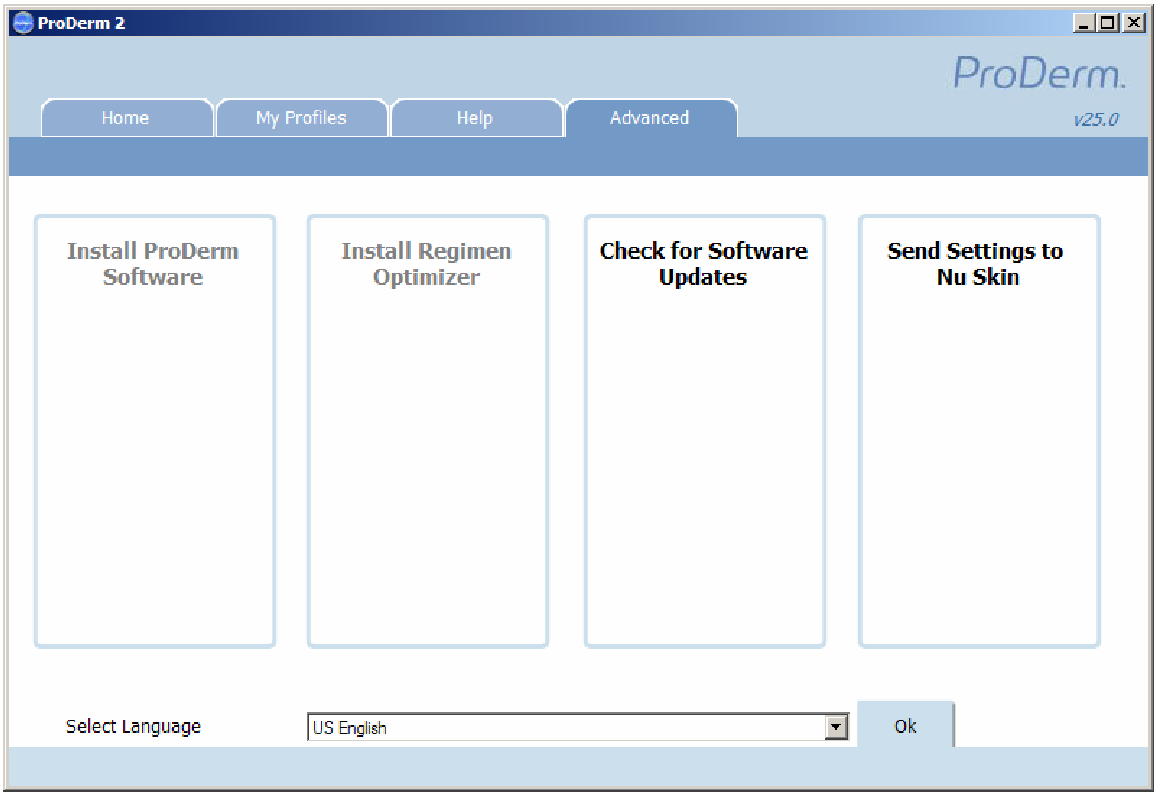
Nu Skin Canada
3350 Ridgeway Dr. Unit#1
Mississauga, Ontario
Canada L5L 5Z9

Phone Orders/Support
800-877-6100

Email
dstor@nuskin.com

Contact information for each market is displayed.

Advanced


ProDerm 2
ProDerm
v25.0
Home
My Profiles
Help
Advanced
Install ProDerm Software
Install Regimen Optimizer
Check for Software Updates
Send Settings to Nu Skin
Ok

Select Language: US English

From the Advanced tab, you have four main options:

- Install the ProDerm Software. This updates the Pro Derm Software on the Pro Derm hand held device.

- Install the Regimen Optimizer. This installs the Regimen Optimizer Software on the Pro Derm hand held device.

- Install software updates. This ensures that you have the most recent ProDerm software installed both on your PC and the ProDerm unit.

- Send updated settings to Nu Skin. This is to help Nu Skin in the future development of the Pro Derm tool.

At the bottom of the screen, you can also change the Desktop Language.

5 CONTACT INFORMATION

Technical Support

For questions, or to get help with your ProDerm instrument, please contact your market office.

Nu Skin USA
75 W Center St
Provo, UT 84601

General Office: 801-345-1000

Phone Orders/Support: 800-487-1000

E-mail: contactus@nuskin.com

Nu Skin Japan Co., Ltd.
Shinjuku i-Land Tower 23F
6-5-1, Nishi Shinjuku,
Shinjuku-ku
Tokyo, Japan 163-1323
03-5321-3600

General Office: 801-345-1000

Phone Orders/Support: 800-487-1000

E-mail: contactus@nuskin.com

Nu Skin Hong Kong
26th Floor Windsor House
311 Gloucester Road
Causeway Bay, Hong Kong

Phone Orders/Support: 852-2391-5737

E-mail: 48hrs_reply_nshk@nuskin.com

Nu Skin China
Huai Hai Middle Road, #381
22nd Floor
Shanghai, China
PRC

Phone Orders/Support: 011-86-21-6443-9740

Nu Skin Canada
3350 Ridgeway Dr. Unit#1
Mississauga, Ontario
Canada L5L 5Z9

Phone Orders/Support: 800-877-6100

E-mail: dstor@nuskin.com

6 SAFETY INSTRUCTIONS AND WARNINGS

Use the following safety guidelines to help ensure your own personal safety and to help protect your instrument from potential damage.

6.1 GENERAL

Do not attempt to service the instrument yourself. Always follow instructions for use closely.

If you use an extension power cable with your AC adapter, ensure that the total ampere rating of the products plugged in to the extension power cable does not exceed the ampere rating of the extension cable.

Do not push objects into air vents or openings of your instrument. Doing so can cause fire or electric shock by shorting out internal components.

Keep your instrument away from radiators and heat sources. Also, do not block cooling vents. Avoid placing loose papers underneath your instrument and AC adapter. Do not charge your instrument in a closed-in area or on a flammable surface such as a bed, sofa, or rug.

Place the AC adapter in a ventilated area, such as on a desktop or on the floor, when you use it to run the instrument or to charge the battery. Do not cover the AC adapter with papers or any other items that will reduce cooling.

The AC adapter may become hot during normal operation of your instrument. Use care when handling the adapter during or immediately after operation.

Do not use your instrument in a wet environment, such as near a bathtub, sink, swimming pool, or in a wet basement.

To help avoid the potential hazard of electric shock, do not connect or disconnect any cables during an electrical storm. Do not use your handheld instrument during an electrical storm unless all cables have been disconnected and the instrument is operating on battery power.

Before you clean your instrument, disconnect the instrument form the electrical outlet. Clean your instrument with a soft cloth dampened with water. Never use liquid or aerosol cleaners which may contain flammable substances.

6.2 POWER

Use on the provided AC adapter approved for use with this instrument. Use of another AC adapter may cause a fire or explosion.

Before you connect the instrument to an electrical outlet, check the AC adapter voltage rating to ensure that the required voltage and frequency match the available power source.

Be sure that nothing rests on your AC adapter's power cable and that the cable is not located where it can be tripped over or stepped on.

6.3 BATTERY

Do not remove the battery from this instrument. Batteries should only be serviced by a trained service technician.

6.4 AIR TRAVEL

Certain Federal Aviation Administration regulations and/or airline-specific restrictions may apply to the operation of your instrument while you are onboard an aircraft. For example, such regulations/restrictions may prohibit the use of any personal electronic device (PED) that has the capacity for intentional transmission of radio frequency or other electromagnetic signals while on an aircraft.

Additionally, the use of any PED, such as a portable instrument, may be prohibited in aircraft certain critical phases of flight, for example, takeoff and landing. Some airlines may further define the critical flight phase as any time the aircraft is below 3050 m (10,000 ft). Please follow the airline's specific instructions as to when the use of a PED is allowed.

6.5 SAFE-HANDLING AND ENVIRONMENTAL CONSIDERATIONS

WARNING: Handling the cord on this product, or cords associated with accessories sold with their product, will expose you to lead, a chemical known by the State of California to cause birth defects or other reproductive harm. Wash your hands after handling the cord.

Observe the following safe-handling guidelines to prevent damage to your instrument:

When setting up the instrument cradle, place it on a level surface.

When traveling, do not check the instrument as baggage. You can put your instrument through and X-ray security machine, but never put your instrument through a metal detector. If you have the instrument checked by hand, be sure to have a charged battery available in case you are asked to turn on the instrument.

When traveling, do not place the instrument in overhead storage compartments where it could slide around. Do not drop your instrument or subject it to other mechanical shocks.

Protect your instrument and battery from environmental hazards such as dirt, dust, food, liquids, temperature extremes, and overexposure to sunlight.

When you move your instrument between environments with very different temperature and/or humidity ranges, condensation may form on or within the instrument. To avoid damaging the instrument, allow sufficient time for the moisture to evaporate before using the instrument.

NOTICE: When taking the instrument from low-temperature conditions into a warmer environment or from high-temperature conditions into a cooler environment, allow the instrument to acclimate to room temperature before turning on power.

When you disconnect a cable, pull on its connector or on its strain-relief loop, not on the cable itself. As you pull out the connector, keep it evenly aligned to avoid bending any connector pins.

Clean the display with a soft, clean cloth and water. Apply the water to the cloth; then stroke the cloth across the display in one direction, moving from the top of the display to the bottom. Remove moisture from the display quickly and keep the display dry. Long-term exposure to moisture can damage the display. Do not use a commercial window cleaner to clean your display.

6.6 PROTECTING AGAINST ELECTROSTATIC DISCHARGE

Static electricity can harm electronic components inside your instrument. To prevent static damage, discharge static electricity from your body before you touch any of your instrument's electronic components, such as a memory module. You can do so by touching an unpainted metal surface.

You can also take the following steps to prevent damage from electrostatic discharge (ESD):

When unpacking a static-sensitive component from its shipping carton, do not remove the component from the antistatic packing material until you are ready to install the component. Just before unwrapping the antistatic packaging, be sure to discharge static electricity from your body.

When transporting a sensitive component first place it in an antistatic container or packaging.

Handle all sensitive components in a static-safe area. If possible, use antistatic floor pads and workbench pads.

7 PRODUCT INFORMATION

The following information is specific to your ProDerm instrument.

Software License Agreement

NOTICE: The image capture and storage software on this Imager or PC ("Software") is subject to a license agreement with Nu Skin Enterprises, Inc. of Provo, UT, which owns all rights to the software and licenses it only for use with sale of Nu Skin product. All use of the Software is subject to the terms of this license, including prohibitions on reverse engineering, limited warranties,, and limitations on liability. A copy of the license is available by contacting Nu Skin Enterprises, Inc.

7.1 EXPORT REGULATIONS

Client acknowledges that these Products, which m ay include technology and software, are subject to the customs and export control laws and regulations of the United States (U.S.) and may also be subject to the customs and export laws and regulations of the country in which the Products are manufactured and/or received. Client agrees to abide by those laws and regulations. Further, under U.S. law, the Products may not be sold, leased, or otherwise transferred to restricted end-users or to restricted countries. In addition, the Products may not be sold, leased, or otherwise transferred to or utilized by an end-user engaged in activities related to weapons of destruction, including without limitation, activities related to the design, development, production, or use of nuclear weapons, materials, facilities, missiles or the support of missile projects, and chemical or biological weapons.

7.2 REGULATORY NOTICES

Electromagnetic Interference (EMI) is any signal or emission, radiated in free space or conducted along power or signals leads, that endangers the functioning of a radio navigation or other safety service or seriously degrades, obstructs, or repeatedly interrupts a licensed radio communications service. Radio communications services include but are not limited to AM/FM commercial broadcasts, television, cellular services, radar, air-traffic control, pagers, and Personal Communication Services (PCS). These licensed services, along with the unintentional radiators such as digital devices, including computers, contribute to the electromagnetic environment.

Electromagnetic Compatibility is the ability of items of electronic equipment to function properly together in the electronic environment. While this computer has been designed and determined to be compliant with regulatory agency limits for EMI, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference with radio communications services, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

Reorient the receiving antenna
Relocate the computer with respect to the receiver.
Move the computer away from the receiver.
Plug the computer into a different outlet so that the computer and the receiver are on different branch circuits.

If necessary, consult a Nu Skin Technical Support representative or an experienced radio/television technician for additional suggestions.

The ProDerm instrument is designed, tested, and classified for their intended electromagnetic environment. These electromagnetic environment classifications generally refer to the following harmonized definitions:

Class A is typically for business or industrial environments.

Class B is typically for residential environments.

Information Technology Equipment (ITE), including devices, expansion cards, printers, input/output (I/O) devices, monitors, and so on, that are integrated into or connected to the computer should match the electromagnetic environment classification of the computer.

A Notice about Shielded Signal Cables: Use only original Dell or shielded cables for connecting devices to the ProDerm instrument to reduce the possibility of interference with radio communications services. Using shielded cables ensures that you maintain the appropriate Electromagnetic Compatibility classification for the intended environment. Replacement cables are available from Dell at www.dell.com.
This instrument is classified for Class B environments. However, the inclusion of certain options can change the rating of some configurations to Class A. To determine the electromagnetic classification for your computer or device, see the following sections specific for each regulatory agency. Each section provides country-specific Electromagnetic Compatibility/EMI or product safety information.

FCC Notices (U.S. Only)
This instrument is classified according to Federal Communications Commission (FCC) requirements as a Class B digital device. Note that FCC regulations state that changes or modifications not expressly approved by the manufacturer could void your authority to operate this equipment.
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

Class B Compliance
This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the manufacturer's
instruction manual, may cause interference with radio communications. However, there is no guarantee that interference will not occur in a
Page 80 | Product Information
Nu Skin® ProDerm™ Skin Analyzer
particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/television technician for help.

7.3 FCC COMPLIANCE INFORMATION

FCC ID: SJN-PRODERM2
The following information is provided on the device or devices covered in this document in compliance with FCC regulations:
Product name: Nu Skin ProDerm Skin Analyzer
Company name: Nu Skin Enterprises
One Nu Skin Plaza
75 West Center Street
Provo, UT 84601
801-345-1000

7.4 IC NOTICE (CANADA ONLY)

This instrument is classified according to Industry Canada (IC) Interference-Causing Equipment Standard #3 (ICES-003) as a Class B digital device. Note that Industry Canada regulations state that changes or modifications not expressly approved by the manufacturer could void your authority to operate this equipment.

This Class B digital apparatus complies with Canadian ICES-003.
Cet appareil numérique de la classe b est conforme à la norme NMB-003 du Canada.

7.5 RECYCLING INFORMATION

Nu Skin recommends that clients dispose of their used electronic instruments in an environmentally sound manner. Potential methods include reuse of parts or whole products and recycling of products, components, and/or materials.