

SYLTON®



OBSERV® 320

Quick set-up Manual

For internal use only.

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Before using your Observ, carefully read this manual and retain it for future reference. This document is provided for information purposes only, and the contents hereof are subject to change without prior notice.



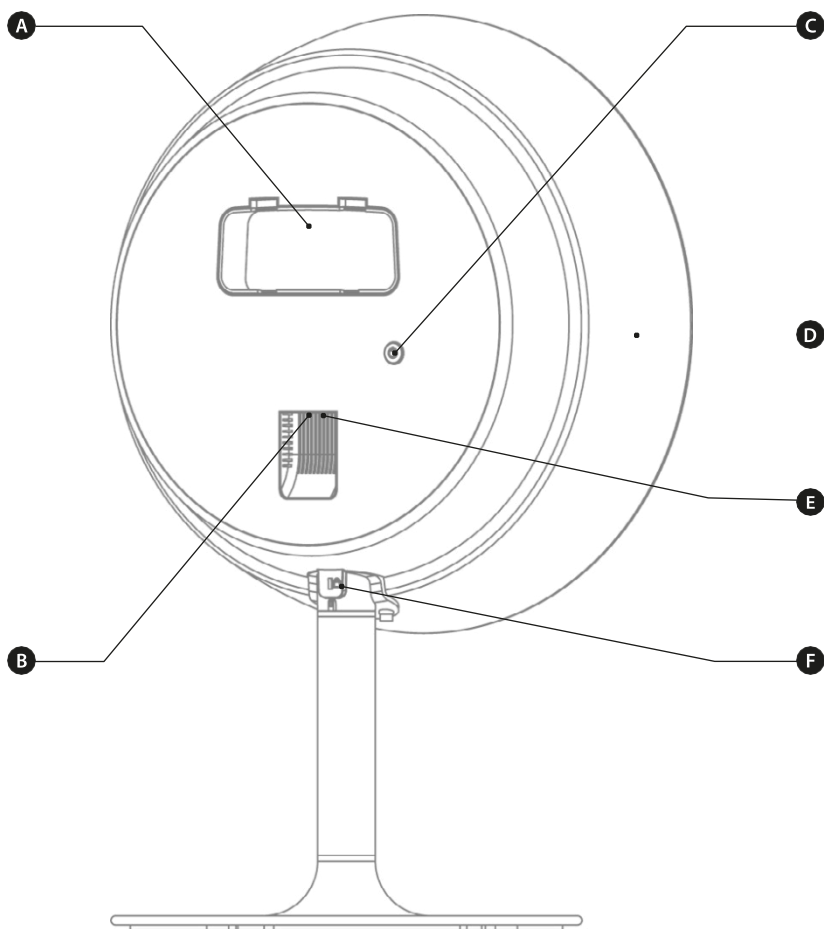
Should this product reach the end of its life cycle, do not dispose of it into the normal household waste. Rather take it to a collection point for the recycling of electrical and electronic equipment.

1

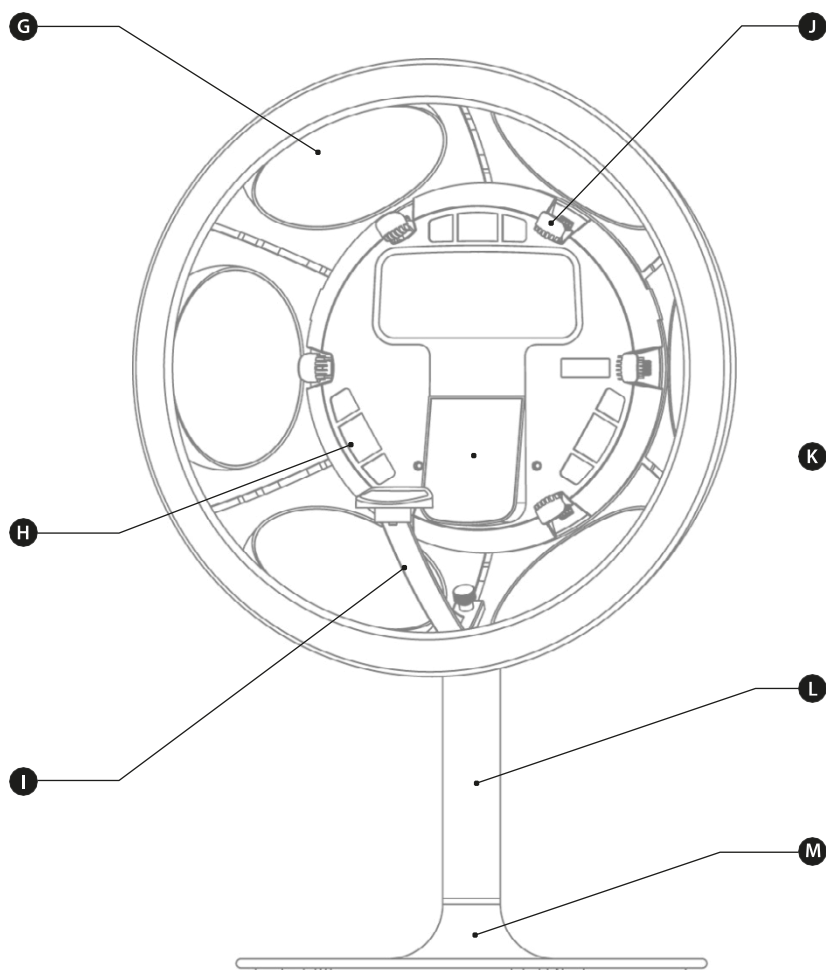
Device overview and terminology

1.1 Observ 320

- A. Visor mount
- B. Power connector
- C. Power button
- D. Barrel
- E. USB connector
- F. Security slot

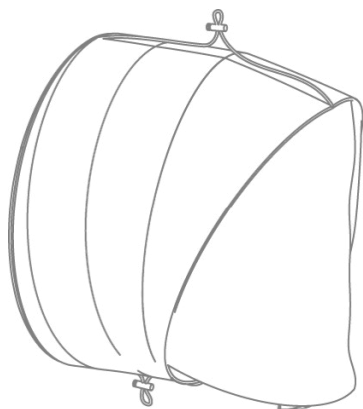


- G. Reflector
- H. Light emitter front
- I. Chinrest
- J. Light emitter side
- K. Client mirror
- L. Rod
- M. Base

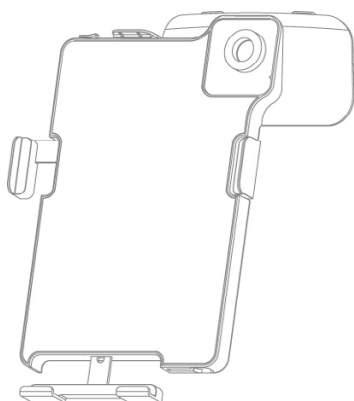


1.2 Accessories

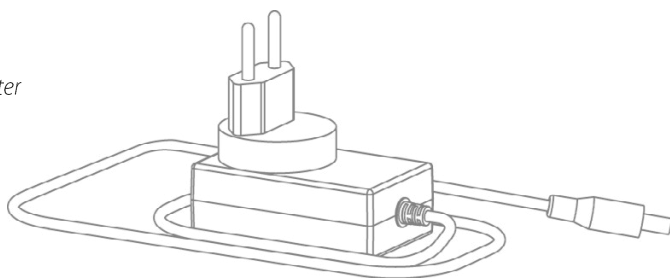
Lightshade

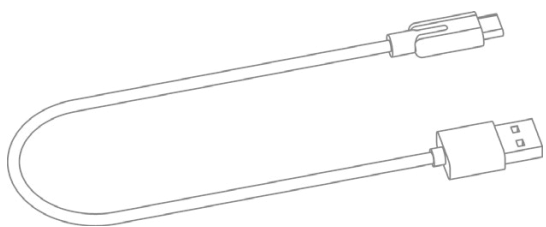


Universal iPad Visor



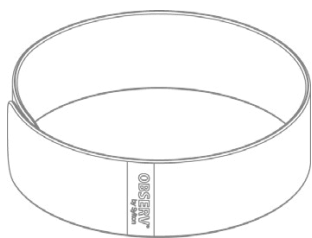
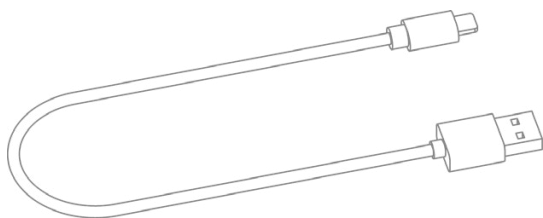
Adapter





*USB cable
USB-A to USB-C*

*USB cable USB-A to
Apple Lightning*



Headband



Cape

Microfiber cloth



2

Safety warnings and cleaning instructions

2.1 Important safety warnings

- o **Eye discomfort warning:** Some people may experience eye strain and temporary discomfort. A temporary condition which is caused by the difficulty of the human eye to focus (squints) in low light environments.
- o **No serviceable parts inside:** The device should be serviced by authorized personnel only. If the device doesn't operate satisfactory, please contact your distributor.
- o **Do not touch the insides of the light emitters!**

2.2 Important usage warnings

- o Do not place the device on an unstable surface.
- o Do not use the device in or near water.
- o Do not allow liquids or foreign objects to enter the device. This could result in fire or an electrical shock.
- o Do not place the device under direct sunlight, near heating or cooling devices.
- o Do not use the device in an area where humidity is high.
- o Always use the supplied adapter to power the device.
- o This equipment is not suitable for use in locations where children are likely to be present.

2.3 Cleaning instructions

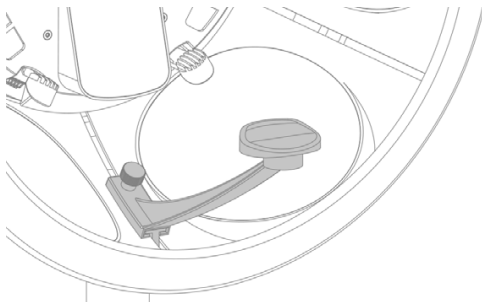
To clean the Observ and accessories please follow the instructions below.

- o Use a damp cloth for cleaning the outer housing and stand of the Observ.
- o The supplied microfiber cloth can be used to clean the surfaces of the reflectors and client mirror.

Important maintenance warnings!

- o **Never** clean the light emitters and Face Positioning System with any fluids!
- o **Never** clean the device with abrasive cleaners or organic solvents like benzene, acetone or thinner.

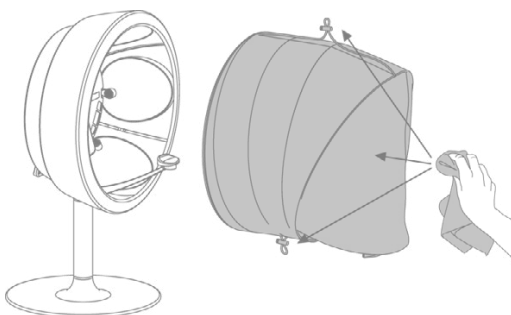
2.3.1 Chinrest



When using the chinrest, disinfect the pedestal with a soft moist medical disinfectant wipe (with a maximum of 70% isopropyl alcohol).

Do not use on other surfaces!

2.3.2 Lightshade



- o Remove the lightshade from the Observ.
- o Use a damp cloth for cleaning the lightshade.
- o To clean tenacious stains, use warm water on a cloth with a mild detergent.

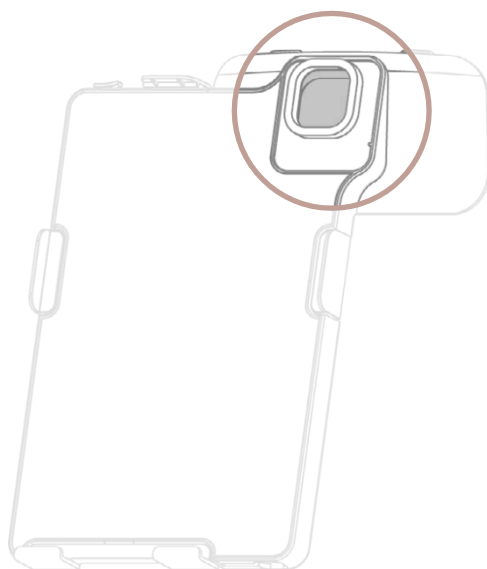
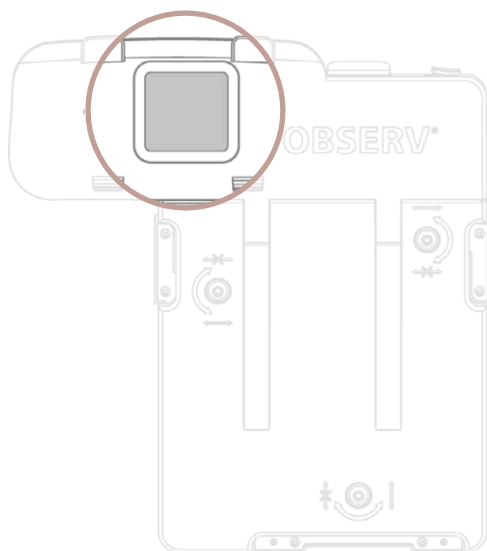
Important maintenance warnings!

- o **Never** wash the lightshade in a washing machine.
- o **Never** dry the lightshade in a dryer.



2.3.3 iPad visor

When you notice the window in the iPad visor has stains clean the window on both sides with the microfiber cloth. To clean tenacious stains, use hand warm water.



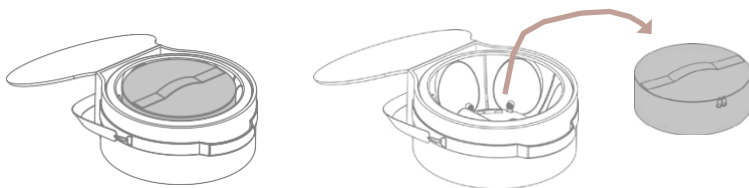
3

Getting the Observ ready for use

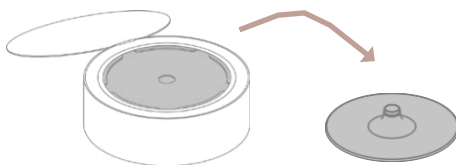
3.1 Setting up the device

To safely set-up your Observ, follow the steps below.

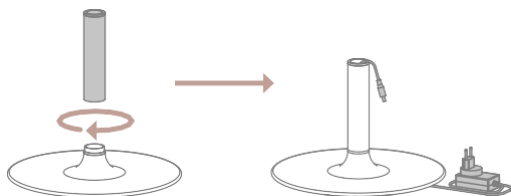
1. Place the Observ carrying bag on a flat surface.
2. Open the Observ carrying bag and remove the accessory bag.



3. Open the accessory bag and take out the base of the Observ. Place the base of the Observ on a flat and stable surface.

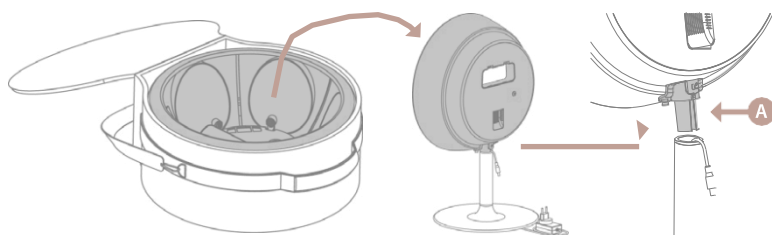


4. Screw the rod on the base to create the stand of the Observ. Attach the plug type, compatible with the mains socket of your country, to the adapter. Pull the cable of the adapter through the stand. The adapter automatically converts to the right voltage of your country.

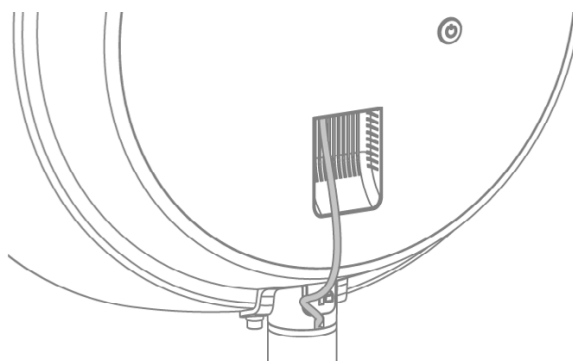


5. Place the Observ onto the rod.

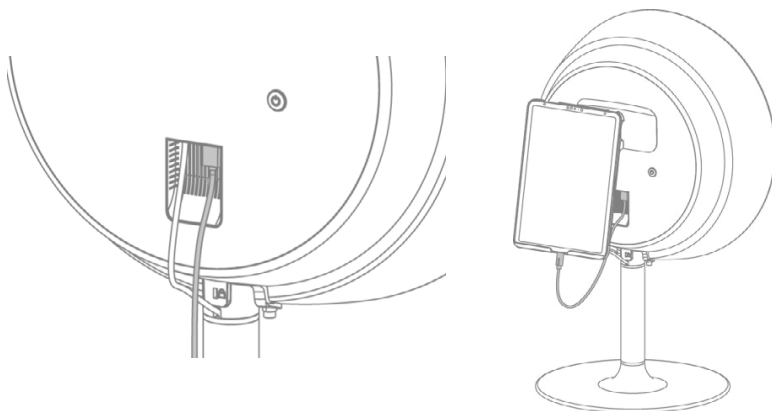
Make sure the cable from the adapter is placed through the opening (A) of the connection part of the Observ.



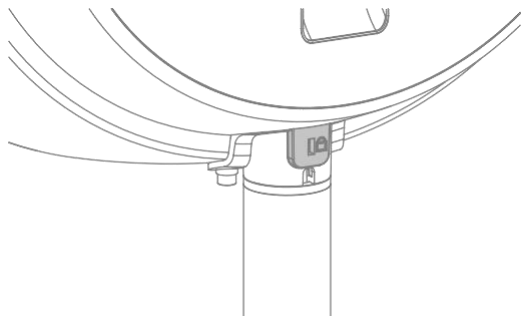
Plug the adapter in the Observ as illustrated below:



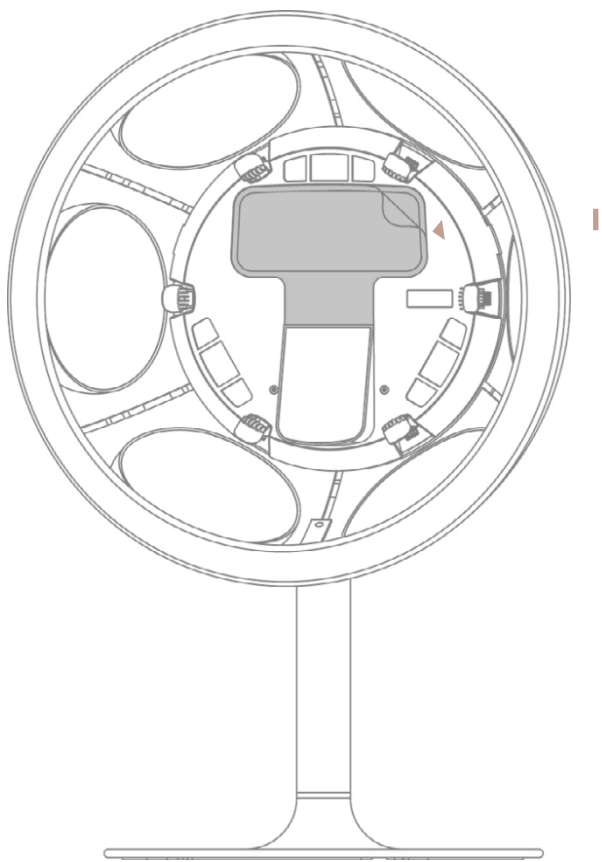
6. The Observ offers the possibility to charge your iPad by placing the supplied USB cable in the USB connector slot in the Observ. Connect the other end to your iPad.



If desired, a universal anti-theft lock cable can be mounted inside the slotted hole.

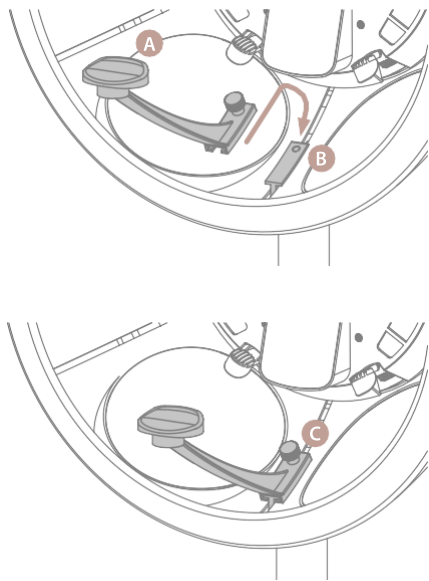


7. Remove the foil from the window inside the Observ.



8. For optimal imaging results always use the provided chinrest to position your clients face correctly in the Observ.

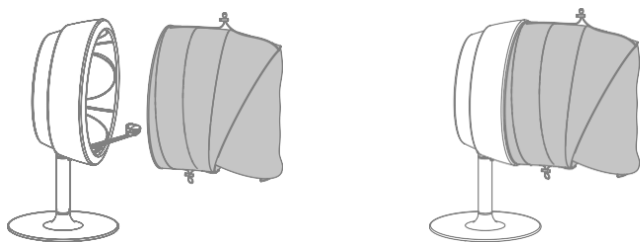
To attach the chinrest simply slide the chinrest (A) over the mount (B) inside the Observ. Slide the chinrest until it stops and secure it by tightening the screw (C).



9. Attaching the lightshade

The lightshade is used to block all interfering light coming from outside the Observ.

The lightshade is positioned as shown in the drawing below. When the magnets of both the lightshade and the Observ are aligned the lightshade will snap into place.

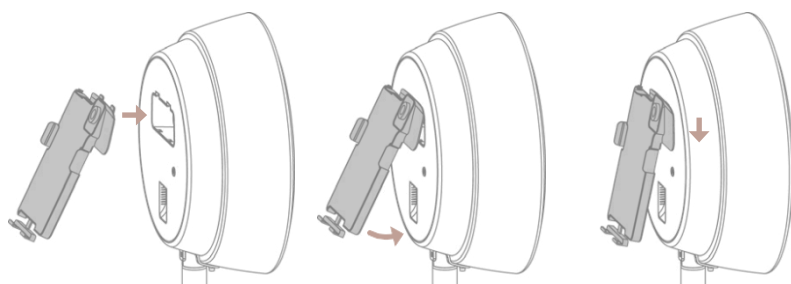


10. Attaching the visor

a. Universal iPad Visor

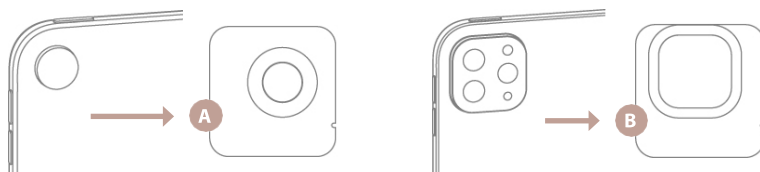
Use the following steps to attach the iPad visor correctly onto the Observ.

1. Move the visor towards the back of the Observ.
2. Hook the visor in the top openings of the Observ and tilt the visor to attach the bottom hooks to the Observ.
3. Slide down the visor firmly until you hear a click.

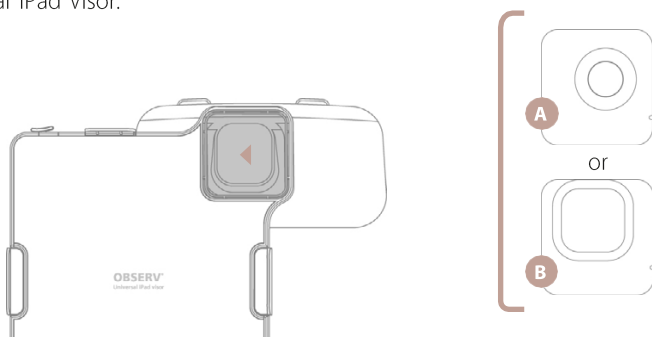


3.1.1 Setting up the Universal iPad visor

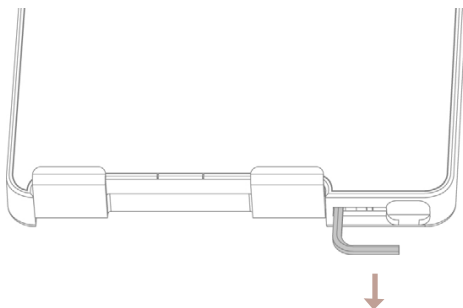
1. Before using, check if the iPad is compatible with the Observ.
2. Check the type of camera on the iPad and get the matching sticker A or B. In case of doubt, please contact your distributor.



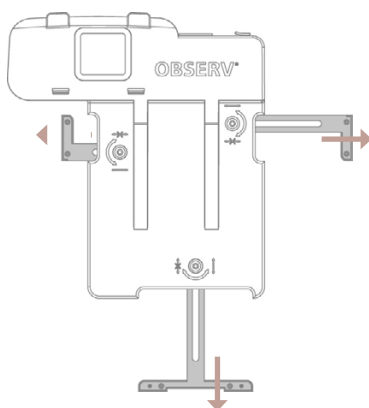
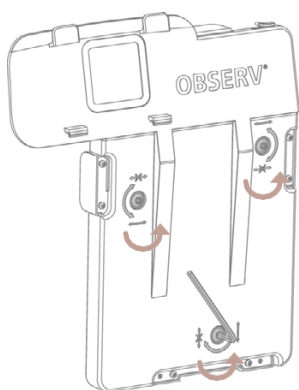
3. Remove the backing of the sticker before attaching it to the Universal iPad Visor. Pay attention to match the notch in the sticker with the rib on the Universal iPad Visor.



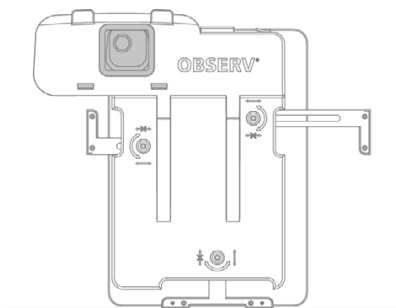
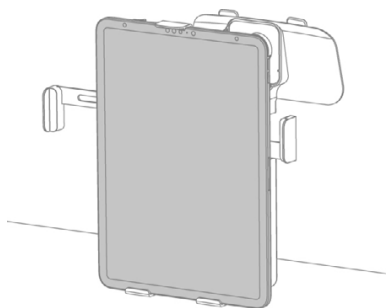
4. An allen key is positioned at the bottom of the Universal iPad Visor. Remove it.

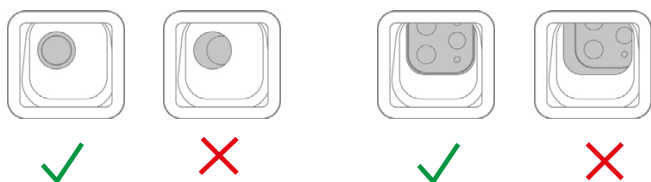


5. Use the allen key to untighten the 3 screws on the back of the visor. And slide out the arms.

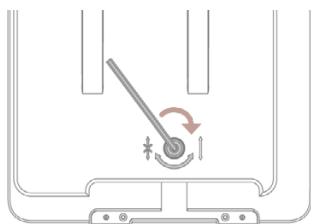


6. Hold the Universal iPad Visor in an upstanding position on a flat surface. Place the iPad inside the visor. Check the back and make sure the camera of the iPad is centered with the opening of the sticker.

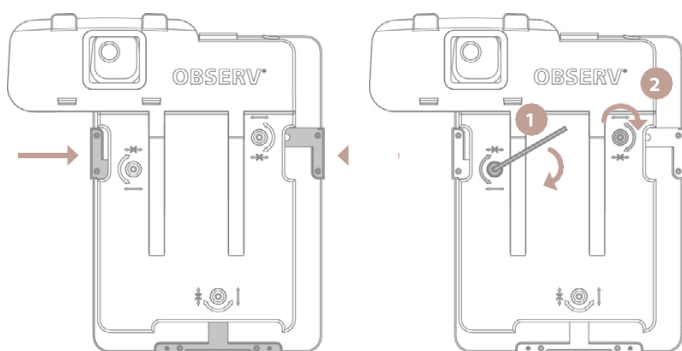




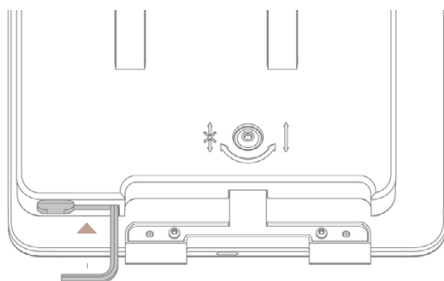
7. Maintain the position while tightening the bottom screw.



8. Slide the side arms towards the iPad. Maintain the centered position of the camera while fastening the screws in the correct order.

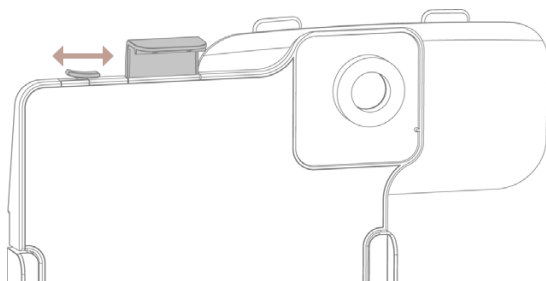


9. Place the allen key back into the bottom of the Universal iPad Visor.



Lock

The lock on top of the Universal iPad Visor can be used to keep the top slider in a fixed position.



3.2 Getting the Software ready for use

Prior to using your Observ, make sure that the iPad you are using is a model supported by our App. Note that for image quality reasons we may choose to not support specific iPad models. As a consequence, you may not be able to capture pictures to perform an analysis. In doubt, please ask your distributor which iPad models we support at the time of your purchase.

Fit your iPad into the iPad visor and attach the visor onto your Observ as described in chapter 3.1 step 10.

3.2.1 Downloading the Observ App

The Observ comes with a specific App which can be downloaded free of charge from the App Store.



Observ 320 App

Search for "Observ 320" in the App store and download the App accordingly.

3.2.2 Personalising the App

Your home screen shows the SYLTON® logo. You can change this logo to your own logo in the settings of the app.

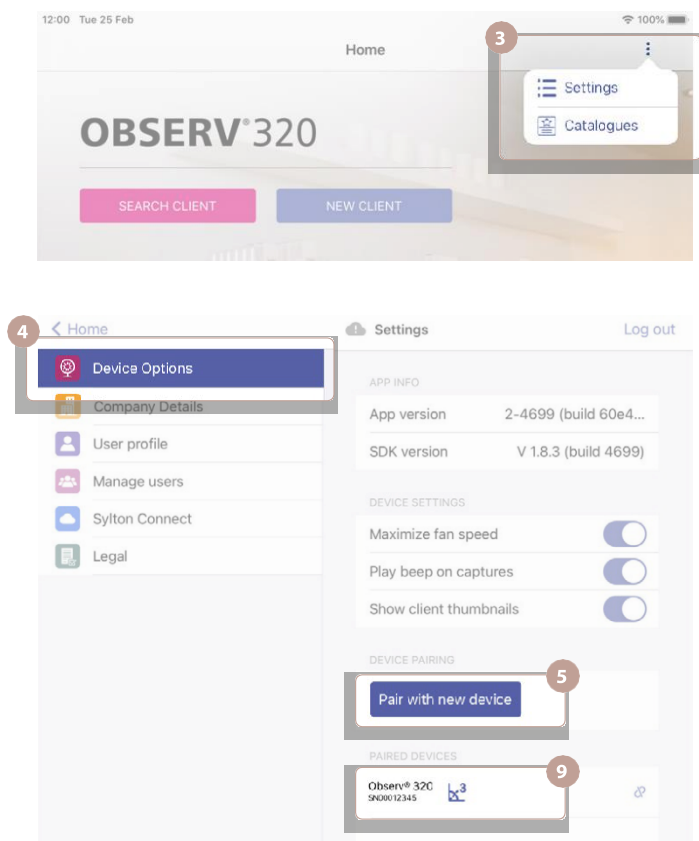
3.3 Pairing / Unpairing your device

3.3.1 First time pairing

To pair your Observ device to the app follow the steps below:

1. Turn on your Observ device by pushing the Power button
2. Open the Observ App
3. Go to **Settings**
4. Tap **Device Options**
5. Tap **Pair with New Device**
6. A pop-up message "Pair new device!" will appear on your iPad screen
7. Press the Power button of your Observ once, it will pair automatically
8. The pop-up message will disappear if the device is paired properly
9. Your device's Serial Number will appear in the list of **Paired Devices**
10. You are now able to capture images

Note: You may pair as many devices as required to an iPad, however only devices that are supported by your app will be able to connect.



3.3.2 Selecting an Observ from multiple paired devices

When starting a new analysis and having more than one device paired and powered on, you need to select the Observ you want to capture the images with.

A pop-up message "Found more than one paired Observs!" will appear on your iPad screen.

Press the Power button of the Observ you wish to use for an analysis. The pop-up message should disappear. Your device and app are now paired properly and are ready for use.

3.3.3 Unpairing a device

To unpair an Observ, follow the below steps:

1. Open the App
2. Go to **Settings**
3. Tap **Device Options**
4. Press the **Forget** button next to Serial Number you wish to unpair
5. The device is no longer on the **Paired Devices** list
6. The device is now visible in the **Available Devices** list

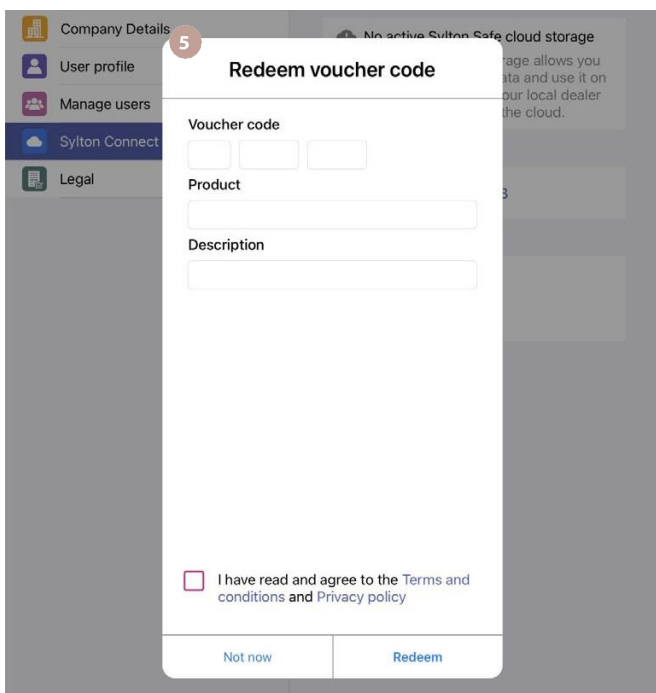
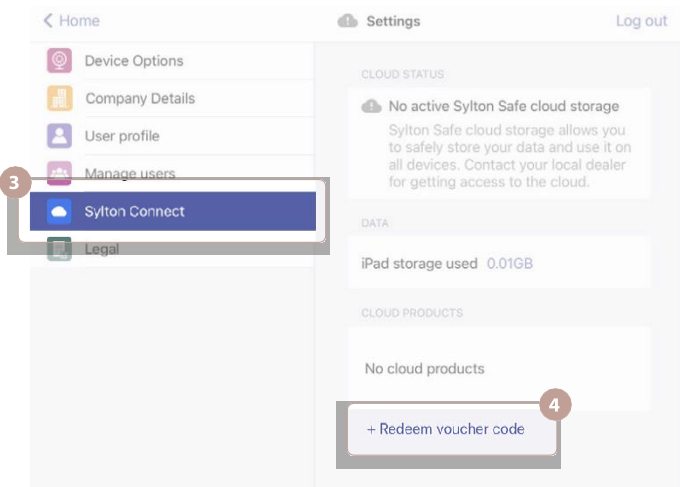
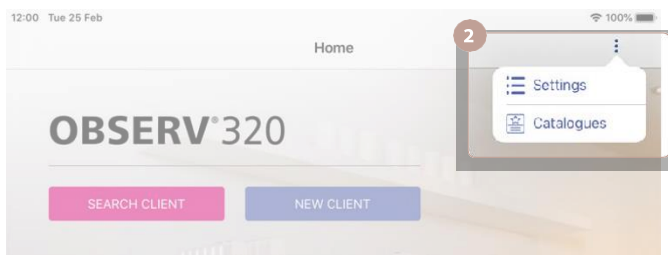
Note: Only devices that are supported by your app can be paired.

3.4 Activation of the voucher

Your Observ needs to be activated by using the activation voucher(s). Based upon the selected configuration you either have to enter one or two voucher to activate the corresponding functionalities within the app. To activate the voucher follow the steps below:

1. Open the Observ app
2. Go to **Settings**
3. Tap **Sylton Connect**
4. Tap + **Redeem voucher code** on the bottom of the menu.
5. Fill in the voucher code
6. A pop-up message "Transfer products to device" will appear on your iPad screen
7. Press the Power button of the Observ on which you want to activate the product
8. You are now able to use the product with this device.

The activated products on a device are visible in the **Device Options** page under Paired Devices - Products.



4

The Observ in use

Your Observ is now ready for use.

4.1 Starting a consult

Provide the possibility for the client to sit comfortable in front of the Observ, as described in chapter 4.2. Ask the client to position their head into the lightshade and to place the chin on the chinrest. Close the lightshade as described in chapter 4.3. If the client is wearing glasses, ask for the glasses to be removed. This will give you an unobstructed view of the eye area.

Now the setup is ready to start the consult. The app will guide you through the consultation. When using the app ask the client to look at the window during the capture of pictures.

4.2 Ergonomic client setting

Make sure your client can sit with a straight back. This can be achieved by a chair that is adjustable in height or by using the adjustable and movable Observ Mobile Stand which is sold separately..



4.3 Placing the lightshade

It is important to use the lightshade to block any environmental light affecting the pictures captured. Make sure there are no luminous elements in the viewing area, such as shiny earrings, glasses or a raised collar, headband or headscarf in a white colour or with white elements.

Ensure that the lightshade is attached to the device properly and the fabric is closed via the magnets under the chin. For the best results, you can provide the Observ headband and cape to the client. These are specifically designed to prevent lumination.



4.4 Positioning your client

Instruct your client to rest the head level on the chinrest without tilting forward. Ask the client to look at the transparent window.



5 Trouble shooting

- **Device does not power on:**

Check if the device is connected with the provided power adapter which is connected to the power supply.

- **Chinrest will not attach properly:**

Untighten the screw on the chinrest to make sure it can slide all the way down. When it is positioned all the way down, the screw can be tightened again.

- **iPad does not fit properly in visor:**

Check if the universal visor has the correct settings. Reposition the arms in the correct position by following the instructions in chapter 3.1.1. Check if the correct camera sticker is placed. Make sure that the top slider is not locked.

- **The app does not pair with the Observ:**

Check if the Observ is powered on. Make sure that in your iPad settings the bluetooth is switched on, the bluetooth is allowed to make a connection and the airplane mode is off. And check if in the app settings on your iPad the app is allowed to use bluetooth.

- **In case the images are vague, distorted or appear blurry please check the list below for possible solutions:**

- Clean the camera lens of your iPad with a soft towel
- Clean the lens of the iPad visor with a soft towel
- Check if there is no residue left from the protective foam on the lens of the iPad visor
- Check if the protective film inside the Observ is removed from the transparent window
- Clean the transparent window inside and outside of the Observ

If problems keep recurring, or the product does not work as specified, stop using the device and contact your distributor.

OBSERV[®]320

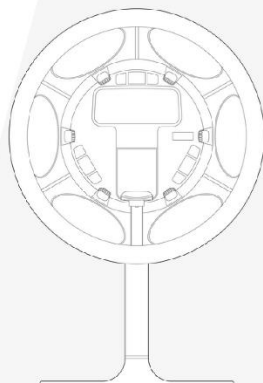
EU DECLARATION OF CONFORMITY (DOC)

We **InnoFaith Beauty Sciences**
 Address **SciencePark 5204b, 5692 EG Son, The Netherlands**
 Contact e-mail address **w.d.arkesteijn@innofaith.com**

declare that this DoC is issued under our sole responsibility and that this product:

Product description **Beauty Advisory Tool**
 Type designation **OBSERV 320**
 Trademark **Sylton[®]**

Object of the declaration is in conformity with the relevant Union harmonization legislation



Radio equipment directive **2014 / 53 / EU**
 with reference to the following standards applied

EN 300 328 v2.2.2
EN 301 489-1 v2.2.3
EN 301 489-17 v3.2.4
EN 62479: 2010
EN 62368-1: 2020+A11: 2020

The notified Body Kiwa Nederland B.V., with notified Body number 0063, has issued under the conformity assessment procedure as described in Annex III of the Directive, the EU-type examination certificate: **232140005/AA/00**

Signed on behalf of:

Son, The Netherlands 28-11-2023

Place and date of issue

Walter Arkesteijn, CTO

Name, Function, signature

SYLTON[®]

7.1 FCC and IC compliance Statement

Compliance Statement (Part 15.19)

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

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

Warning (Part 15.21)

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

FCC Interference Statement (Part 15.105 (b))

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 instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a 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, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and 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/TV technician for help.

This portable transmitter with its antenna complies with FCC/IC RF exposure limits for general population / uncontrolled exposure.

Section 8.4 of RSS-GEN

This Device complies with Industry Canada License-exempt RSS standard(s).

Operation is subject to the following two conditions: 1) this device may not cause interference, and 2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

8

Technical specifications

Dimensions (LxWxH)	32 x 43 x 63 cm
Storage / travel dimensions	46 x 45 x 19 cm (packed in bag)
Weight	11,2 kg
iPad control	Bluetooth 4.1 LE
Illumination technology	Solid state LED
Power	36 Watts; 24V; 1,25 A
Voltage	Global 110-240 V, 50-60 Hz
Plugs	Global plug set
Transmitting frequency	2400 – 2483,5 MHz
Maximum transmitted power output	1.8 dBm Eirp
Capturing time	Average 4 sec.
Operating temperature	0 °C to +40 °C 10%RH to 90%RH
Illumination modes:	Daylight
Visualisation modes	Surface Texture, Pigmentation, Redness, Firmness

Observe 320 app available in App store

Sylton® and Observ are registered trademarks of the Symae® technologies holding B.V. Patents granted and pending. Registered design. Apple, iPad, iTunes are trademarks of Apple Inc., registered in the U.S. and other countries.