

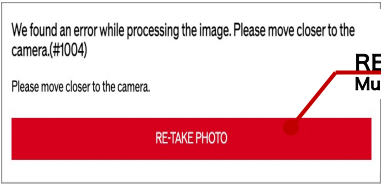
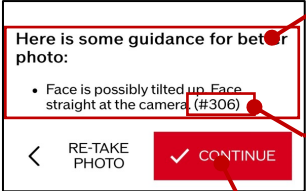
Trouble Shooting for Taking a Selfie

1. About the Errors

Since the application analyzes all the indistinct small wrinkles and pores, it requires the clear selfie picture. Therefore, you may receive an “error” or an “advise (warnings)” when taking a selfie. Please refer to the list below, to solve the errors.

Difference between the Error and the Advice (Warning)

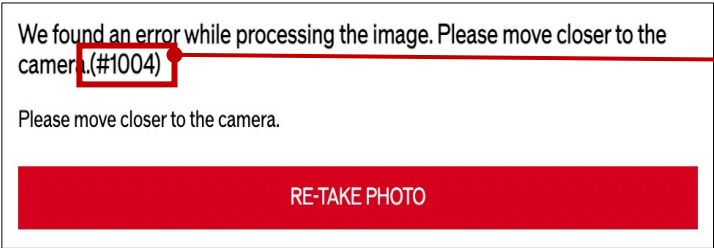
- You will receive an Error when the app is unable analyze, and you need to re-take a selfie.
- You will receive an Advice (Warning) when the app is able to analyze but is preferred to re-take a selfie for more accurate results.

		Re-take a Selfie	Analysis	What to do
1	Error	MUST	NOT AVAILABLE	 <p>RE-TAKE PHOTO Must be re-taken</p>
2	Advice (Warning)	Preferred (It is preferred to re-take a selfie for more accurate results.)	AVAILABLE Tap “NEXT”	 <p>Advice (Warning) A guidance to take a better selfie</p> <p>Error Code You can find the list of all the error codes on the next page.</p> <p>Continue Proceed to the result page</p>

2. Error Trouble Shooting (Error Code : 104~204)

If you have received an error while taking a selfie, you can use the error code to find the way to solve from the list below.

You may also find a solution to the advice (warnings) the same way.

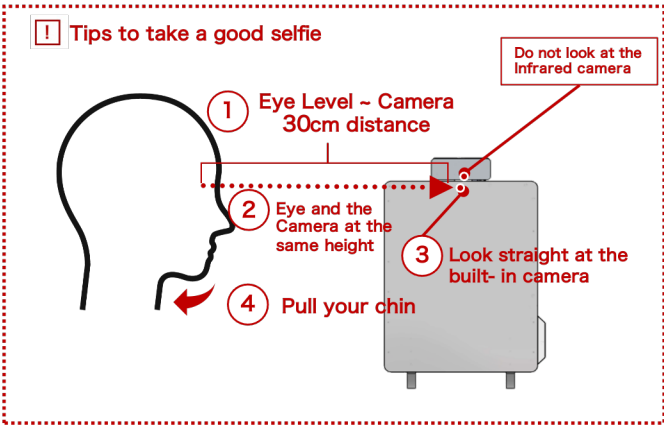


Error Code
※There are some errors without the error code.

Code	Category	Error	Cause	Solution
104	Advice (Warning)	Image is overexposed. Find more diffused lighting.(#104)	The picture is too bright	Move the camera and make sure that there is no any bright lights in front of the mirror.
201	Error	Unable to detect a face.(#201)	Unable to detect a face.	<div>Keep the distance between the mirror and the face for 30 cm and try taking the selfie again.</div> <div></div>
202	Advice (Warning)	Multiple faces are detected. Only face in optimal position is analyzed. (#202)	Multiple face is in the picture.	Make sure no any faces except the user is inside the picture.
203	Advice (Warning)	Face detection is uncertain. Analysis quality is compromised. (#203) or	Face detection is uncertain.	Fill user's face inside the white frame.
204	Advice (Warning)	(#204)	Face detection is uncertain.	

2. Error Trouble Shooting (Error Code : 205~2000)

If you have received an error 205~2000,
Please confirm all the tips to take a better selfie, and try again.



- ① Eye Level ~ Camera must be 30cm distance
 - If using 13inch mirror: 30cm
 - If using 21inch mirror: 35cm
 - *You may receive an error when you are 40cm away from the mirror.
- ② Eyes and the Camera at the same height
- ③ Look straight at the built-in camera
- ④ Pull your chin
- ⑤ Freeze and capture

Code	Category	Error	Cause	Solution
205	Advice (Warning)	More margin space around the face is needed. Results might be compromised. Take the photos from farther away. (#205)	Too close to the camera	Sit/stand 30cm away from the mirror, and try again.
301	Error	The detected fpace resolution is too small. Take a photo close to the target. (#301)	Too far away from the camera	Sit/stand 30cm away from the mirror, and try again.
302	Error	Face is too much tilted to the side. Face straight at the camera.(#302)	Face is tilted	Keep your eyes and the built-in camera at the same height, look straight at the camera, and try again.
303	Advice (Warning)	Face is possibly tilted to the side. Face straight at the camera.(#303)	Face is tilted	Keep your eyes and the built-in camera at the same height, look straight at the camera, and try again.
304	Error	Face is too much tilted down. Face straight at the camera.(#304)	Face is tilted	Keep your eyes and the built-in camera at the same height, look straight at the camera, and try again.
305	Advice (Warning)	Face is armalied is possi ieiizduóme caméra the camera.(#305)	Face is tilted	Keep your eyes and the built-in camera at the same height, look straight at the camera, and try again.
306	Advice (Warning)	Face is armalied is possi iên eiiztra caméra the camera.(#306)	Face is tilted	Keep your eyes and the built-in camera at the same height, look straight at the camera, and try again.
2000	Error	Image resolution for the face area is too low. Face at the image has to be at minimum 1200 pixels wide.	Too far away from the camera	Sit/stand 30cm away from the mirror, and try again.

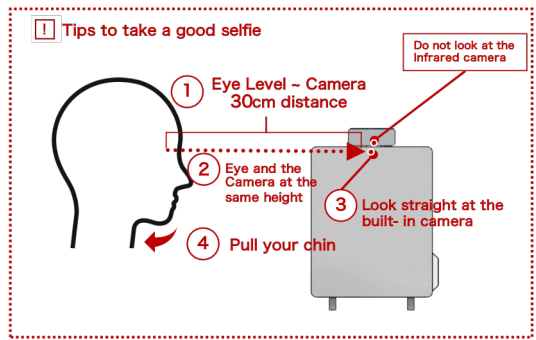
2. Error Trouble Shooting (Error Code : 1002)

Code	Category	Error	Cause	Solution
1002	Error	Error with the thermal Camera.	①Not looking straight at the camera	①Keep your eyes and the built-in camera at the same height, look straight at the camera, slightly pull user's chin, and try again.
		Please try again.(#1002)	②Angle of the infrared camera is not suitable.	②Adjust the angle of the infrared camera.

Solution 1

Keep your eyes and the built-in camera at the same height, look straight at the camera, slightly pull user's chin, and try again.

Still receiving an error?



- ① Eye Level ~ Camera must be 30cm distance
If using 13inch mirror: 30cm
If using 21inch mirror: 35cm
*You may receive an error when you are 40cm away from the mirror.
- ② Eyes and the Camera at the same height
- ③ Look straight at the built-in camera
- ④ Pull your chin
- ⑤ Freeze and capture

Solution 2

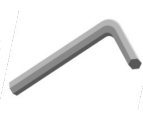
Adjust the angle of the infrared camera

If the infrared camera is not looking straight at the user, you may receive #1002 error. Please change the angle of the infrared camera by following the steps below:.

What to prepare
(Included in the Box)



Angle Adjustment
Equipment
(Cardboard)



Hexagonal
Wrench

- 1 Attach the angle adjustment equipment to the camera, to adjust the angle of the infrared camera.

- 2 Confirm if there is no any space in between the angle adjustment equipment and the infrared camera.

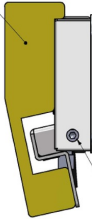
! 1~3mm space is acceptable

- 3 (If there are too big space in between) Adjust the angle.

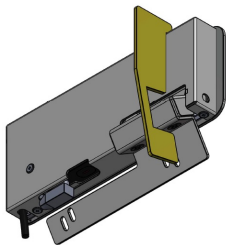
! If you cannot adjust the angle by moving the infrared camera by your hand, please use the hexagonal wrench to loosen the screw.

- 4 Tighten the screw to fix the infrared camera.

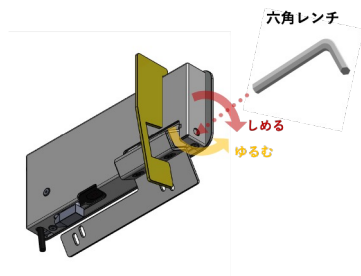
角度調整器具



角度調整用ネジ



(真横から見た図)



(背面図)

2. Error Trouble Shooting (Error Code : 1001/1003)

Code	Category	Error	Cause	Solution
1001	Error	We found an error while processing the image.	Bad internet	①Reboot all the internet devices, like the router and the modem. ②Confirm if LAN cable is not damaged (if using a hard-wired internet)
1003	Error	Please try again.(#1001) or (#1003)		

Solution 1

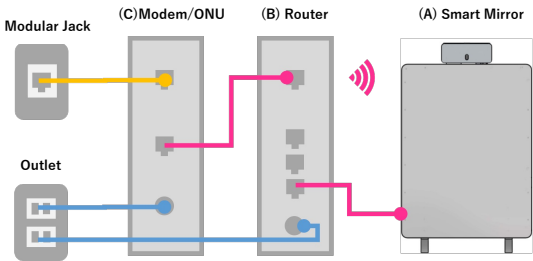
Reboot all the internet devices.
Please confirm that no warning lights are on.

The internet device may heat up and cause a trouble, when it is turned on for so while. If the internet device is heated up, please turn it off and wait for a while until it gets colder, and turn it on again.
If you see any warning lights been turned on, please contact your internet administrator or the internet provider.

How to Reboot the Internet Devices

- ① (A)Turn off the Smart Mirror
- ② (B)Turn off the Router
- ③ (C)Turn off the Modem (or ONU)
- ④ Wait for 5 minites
- ⑤ (C)Turn on the Modem (or ONU)
- ⑥ (B)Turn on the Router
- ⑦ (A)Turn on the Smart Mirror

Diagram of the internet devices:



! Please contact your internet administrator, if you are unsure where all the internet device is located.

Solution 2

(If using a hard-wired connection) Isn't the LAN cable getting old?

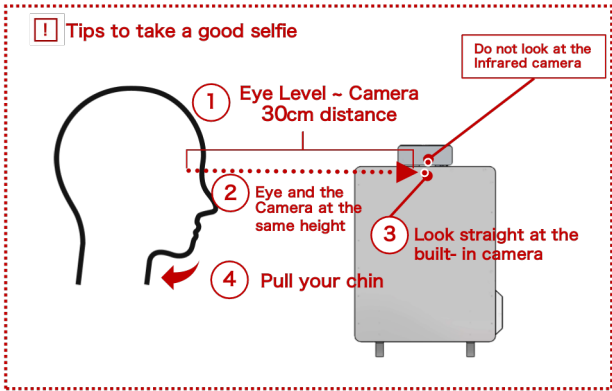
- ✓ Confirm if you are not using an old LAN cable
- ✓ Confirm if the LAN cable is not damaged

Old and/or damaged LAN cable may affect the speed of the internet.
LAN cable could be damaged unconsciously, like was stepped by a chair, etc.
Therefore, please confirm if the LAN cable is damaged or not.

2. Error Trouble Shooting (Error Code : 1004~1005)

Code	Category	Error	Cause	Solution
1004	Error	We found an error while processing the image. Please try again.(#1004)	①Too far away from the camera ②Picture not focused	①Sit/stand 30cm away from the mirror, and try again. ②The camera will focus to the face automatically before taking a selfie. Please wait for few seconds before taking a selfie for it to focus.

Solution 1 Sit/stand 30cm away from the mirror, and try again.



- ① **Eye Level ~ Camera must be 30cm distance**
If using 13inch mirror: 30cm
If using 21inch mirror: 35cm
*You may receive an error when you are 40cm away from the mirror.
- ② **Eyes and the Camera at the same height**
- ③ **Look straight at the built-in camera**
- ④ **Pull your chin**
- ⑤ **Freeze and capture**

Solution 2 Take a picture after it is focused on to user's face

- **Do not move while taking a selfie**
 - The camera will automatically focus on to user's face. Please do not move a face or hand while taking a selfie, otherwise the camera would not be able to focus.
- **Do not take a picture in a dark place**
 - **Camera would not be able to focus** into the face, when the picture is taken in the dark environment with bright light.
 - Also, you will get better result when the picture is taken in this kind of environment, since the camera tries to adjust the picture.

Code	Category	Error	Cause	Solution
1005	Error	Error with the Camera. Please try again.(#1005)	Built-in camera is turned off	Turn on the built-in camera.



ZOOM IN

Built-in Camera Power Switch . . . Under LAN cable receptacle
➤ **Please ALWAYS keep this turned on (pushed downward).**

Pushed downward : ON
Pushed upward : OFF

2. Error Trouble Shooting (Error Code : 1006~1007)

Code	Category	Error	Cause	Solution
1006	Error	Error loading the products. Please go back page and re-press "result" button.(#1006)	Bad Internet	①Reboot all the internet devices, like the router and the modem. ②Confirm if LAN cable is not damaged (if using a hard-wired internet)
1007	Error	Error in sending results, please try again.(#1007)		

Solution 1

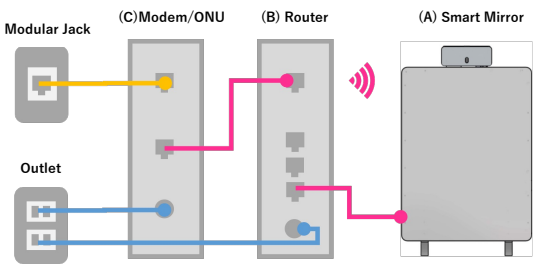
Reboot all the internet devices.
Please confirm that no warning lights are on.

The internet device may heat up and cause a trouble, when it is turned on for so while. If the internet device is heated up, please turn it off and wait for a while until it gets colder, and turn it on again.
If you see any warning lights been turned on, please contact your internet administrator or the internet provider.

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- ⑦ (A)Turn on the Smart Mirror

Diagram of the internet devices:



! Please contact your internet administrator, if you are unsure where all the internet device is located.

Solution 2

(If using a hard-wired connection) Isn't the LAN cable getting old?

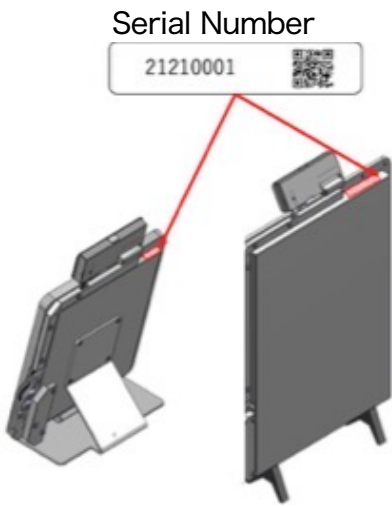
- ✓ Confirm if you are not using an old LAN cable
- ✓ Confirm if the LAN cable is not damaged

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Therefore, please confirm if the LAN cable is damaged or not.

3. Contact Information

Japan

Help Desk	S-CORE Customer Support Center
Phone Number	Free Dial 0120-467-774
Working Hours	365days 9:30~20:30



Other Countries

Please contact to whoever oversees Visualizer.