



# Visualizer 21inch Quick Instructions

## START GUIDE

Before using the Visualizer,  
please follow the steps 1-5.

Video Instruction

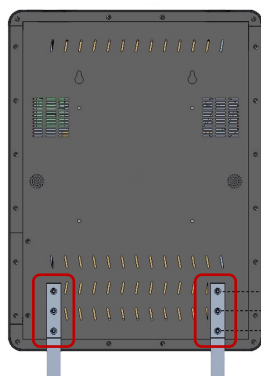


## 01 Mirror Set-Up

- 1 Attach the mirror stand using the screw provided.



See the diagram on the left for the place to tighten the screws.



- 2 Unscrew two screws.



Be careful not to strip the screw hole.

- 3 Place the infrared camera on top.

Infrared Camera



- 4 Tighten with the screws.



See the diagram on the left for the place to tighten the screws.



Be careful not to strip the screw hole.

- 5 Plug in the USB cables to the receptacles



USB Cable ● → Receptacle ●  
USB Cable ● → Receptacle ●

付属ドライバーを使用

Mirror (BACK)

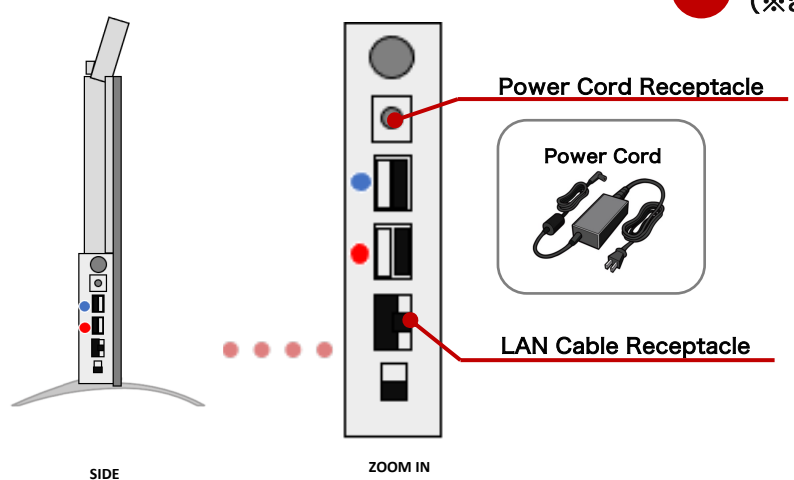
Infrared Camera (BACK)

トップハウジング取付位置

ZOOM IN

5

Plug in the power cord  
(※and the LAN cable if needed)

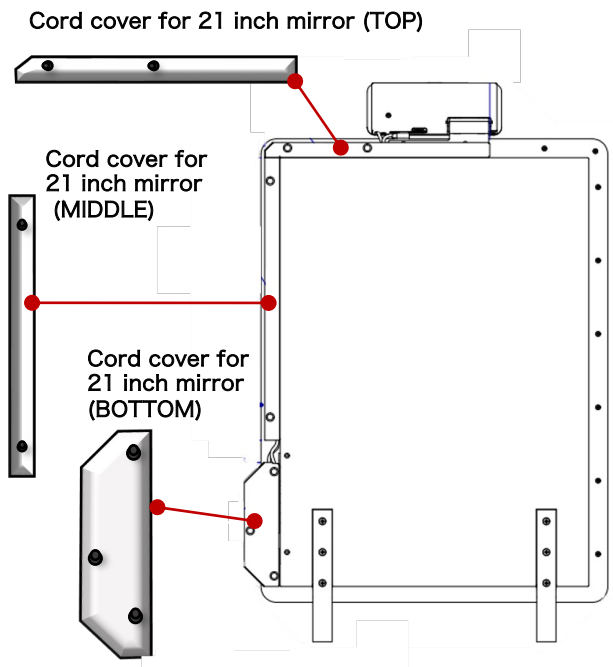


If you are connecting with a hard-wired internet connection :  
Connect the LAN cable.

If you are connecting with Wi-fi :  
DO NOT connect the LAN cable.

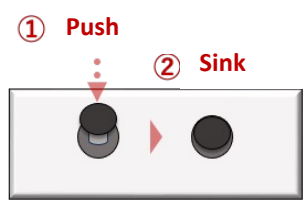
6

Attach the cord cover

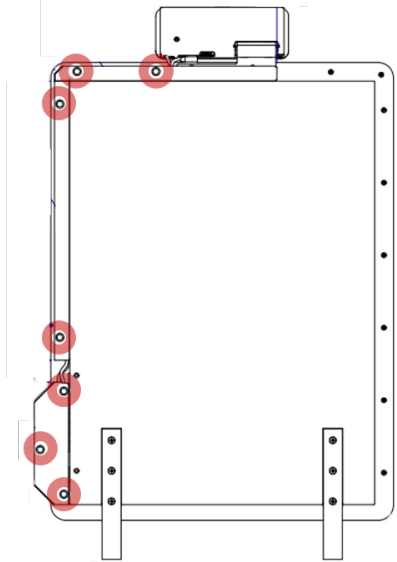


7

Press the black plunger



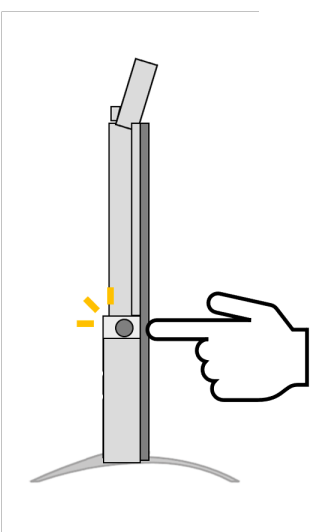
Mirror Set-up is DONE



○ . . . Plunger



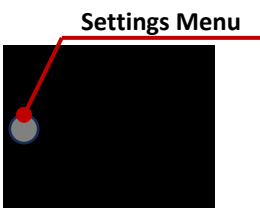
## 02 Turn on the Mirror



- 1 Press the power button.



## 03 Connect to the Internet



- 1 Tap the white circle to open the settings menu.

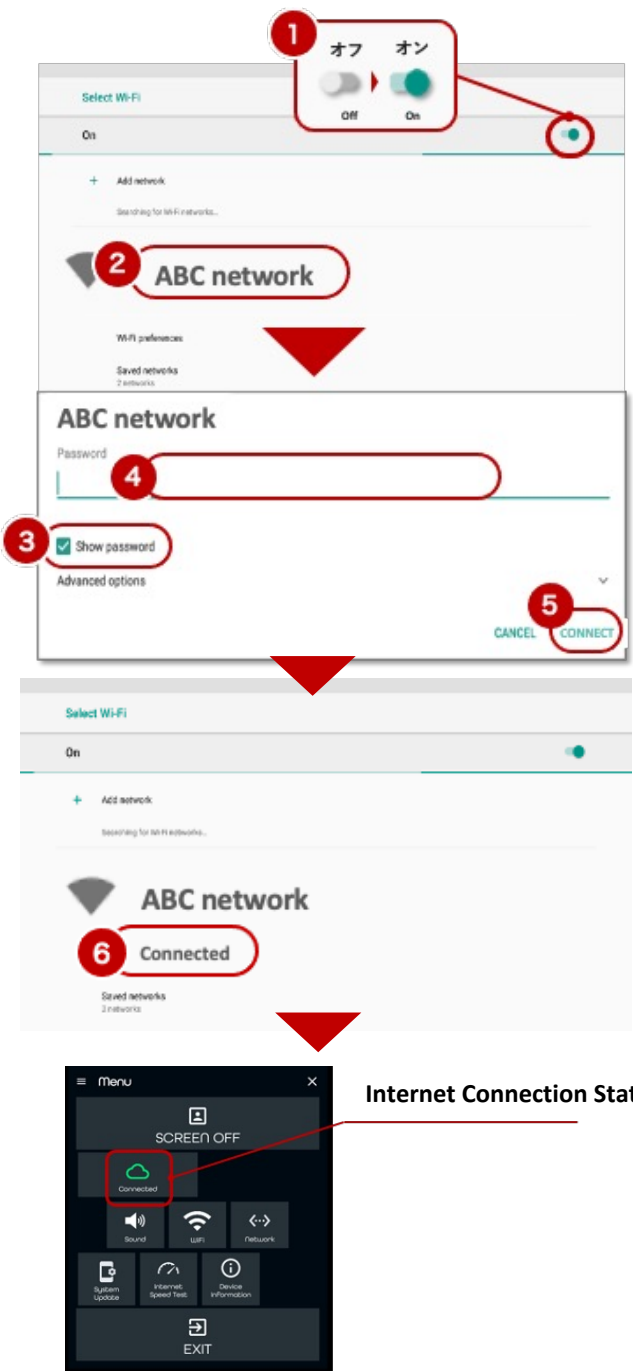


- 2
  - Connecting to Wi-fi : Tap A (Wi-Fi) ► Move to the next page.
  - Connecting hard-wired internet : Tap B (Network) ► Move to P5.

↔ Hard-Wired Internet (B) on the Next Page >

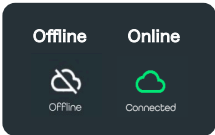


### Wi-Fi Settings (A)




- 1    Turn on the Wi-fi
- 2    Select the Wi-fi
- 3    Check “Show Password”
- 4    Enter the Password
- 5    Tap ‘CONNECT’
- 6    Confirm the mirror has ‘Connected’ to the selected Wi-fi
- 7    Go back to the settings menu and confirm if you see the green cloud icon.

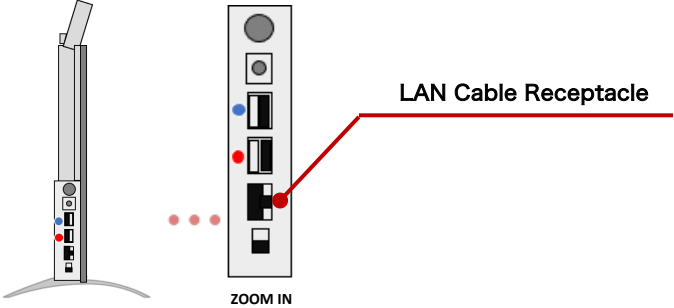
Wi-fi Settings are all DONE



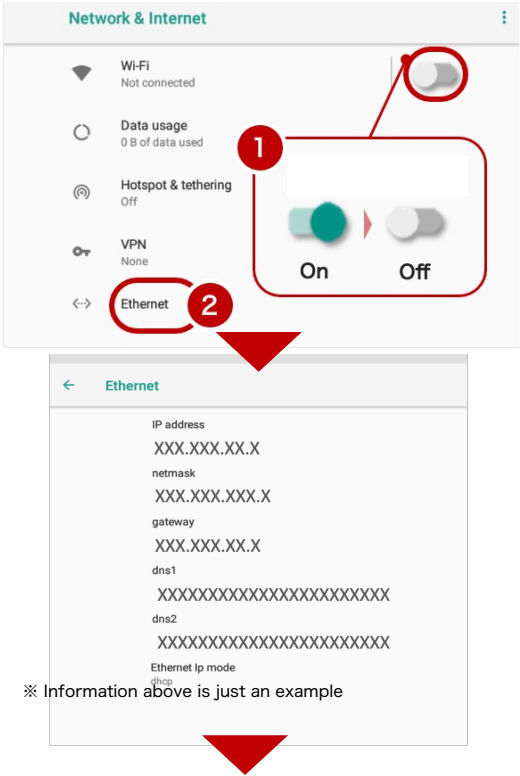
 Please refer to the “ Trouble Shooting” document, if you have any problem connecting to the internet.

 “Connected/Online” cloud icon does not mean the mirror is connected to the internet. It means that the mirror is connected to the internet device (like a router.)

Hard-Wired Internet (B)



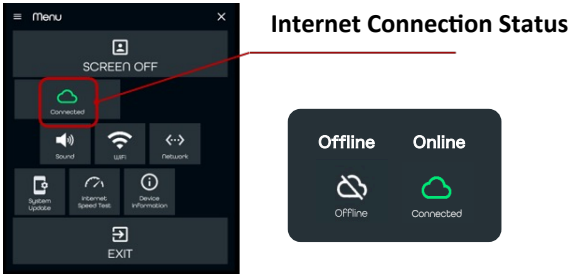
Please confirm that you have already connected the LAN cable.



- 1 Turn OFF the Wi-fi
- 2 Tap 'Ethernet'
- 3 Confirm all the internet information

If you see all the information written by '0' the mirror is not connected to the internet.

- 4 Go back to the settings menu and confirm if you see the green cloud icon.



Hard-Wired Internet Settings are all DONE

Please refer to the “ Trouble Shooting” document, if you have any problem connecting to the internet.

“Connected/Online” cloud icon does not mean the mirror is connected to the internet. It means that the mirror is connected to the internet device (like a router.)



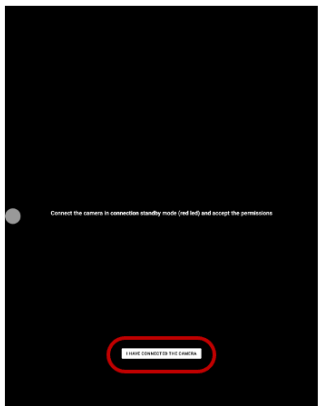
## 04 Select the Site



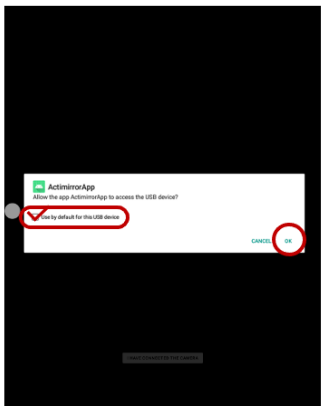
If you see the mirror freezing on a black screen with either "..." or "Connecting..." written, please confirm if the infrared camera is turned on and/or connected.

Or, please see P12 of the " ? Troubleshooting" manual for further help.

### 1 Start the Visualizer Application



Tap "I HAVE CONNECTED CAMERA"

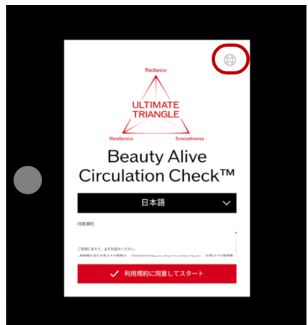


Check the box and tap 'OK'

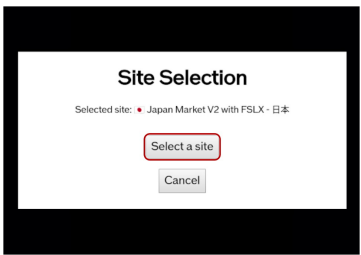


The app will open automatically.

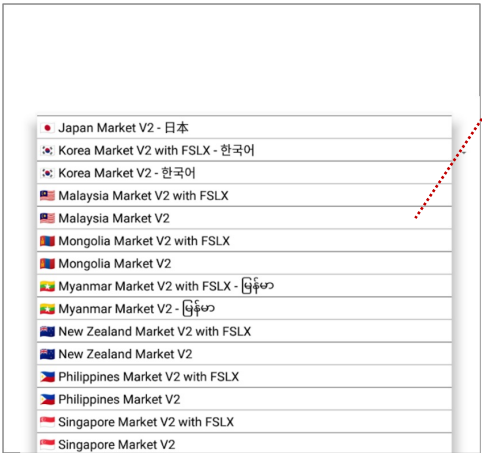
### 2 Tap the globe mark on the top-right corner.



### 3 Tap "Select a site"



### 4 Select the site.



#### ! Name of the Site

**1** **2** **3** **1**  
Japan Market V2 with FSLX - 日本

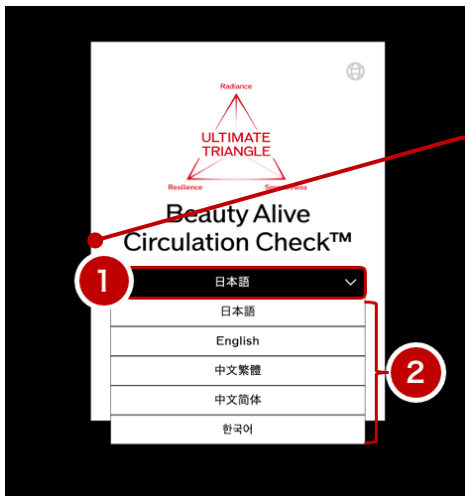
- 1** Country・Region
- 2** Application Version  
V2 : Latest version (as of June 2023)
- 3** FSLX Product

- ◆ Show : Select a site with "with FSLX"
- ◆ Hide : Select a site without "with FSLX"

Example : 「Selected site: Japan Market V2 - 日本」



## 05 Select Language



### Language Selection

1 Tap the language bar

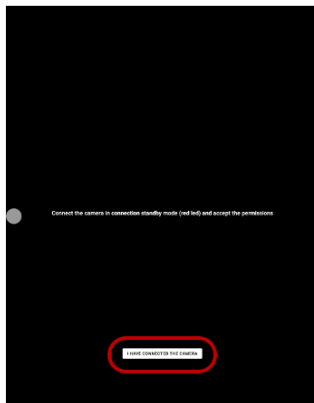
2 Select the language

Language Settings are all DONE

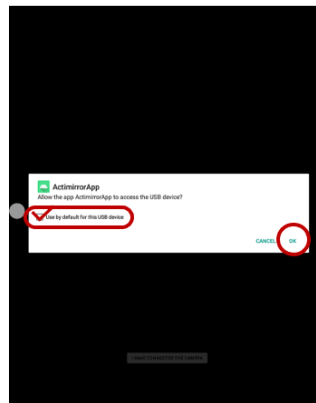


## 06 Start the Skin Analysis

1 Start the Visualizer Application



Tap "I HAVE CONNECTED CAMERA."



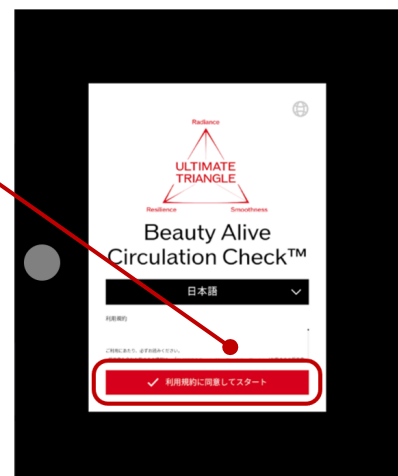
Check the box and tap 'OK.'



The app will open automatically.

2 Tap the start button

### Start Button





# 06 Start the Skin Analysis

3

Answer to all the questionnaires.

**Do you have any personal skin concerns?**

Select up to two

ROUGHNESS	DRYNESS
SAGGING	ENLARGED PORES
WRINKLES	VISIBLE PORES
DARK SPOTS	UNEVEN SKIN TONE
NONE	

NEXT

**Skin condition**

Do you notice any fine lines due to dryness?

YES NO

Do your cheeks feel moisturized?

YES NO

Do you have sensitive skin and cheeks that are prone to redness?

YES NO

NEXT

**Lifestyle**

Do the tips of your fingers and toes get cold when the temperature is low?

YES NO

Are you tanned within 1 week of being in the sun?

YES NO

Do you feel tired on a daily basis?

YES NO

Do you feel stressed on a daily basis?

YES NO

NEXT

**Please select your age**

29 AND UNDER	30-34	
35-44	45-54	
55 AND OVER		

NEXT

**I am a**

WOMAN	MAN
NON-BINARY	PREFER NOT TO SAY

NEXT

4

Select the Course

**Course selection**

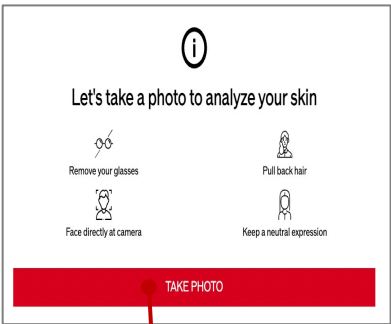
SHISEIDO SKINCARE COURSE	SHISEIDO MEN COURSE
--------------------------	---------------------

NEXT

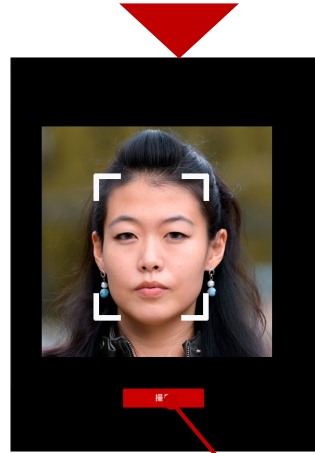
Proceed to Step 07



# 07 Take a Selfie



Start taking selfie



Capture

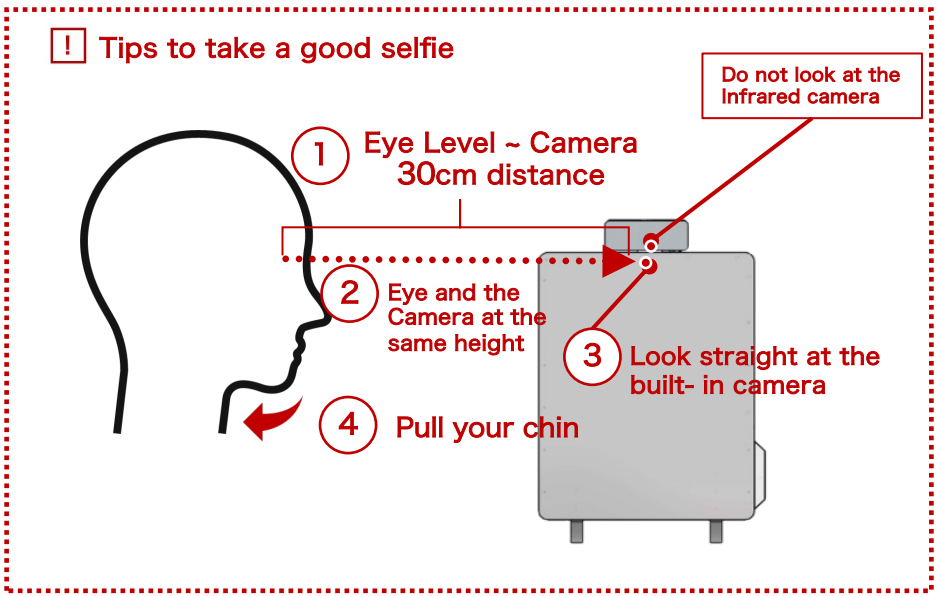
1 Tap "TAKE PHOTO"

2 You will see your face on the screen.

3 Confirm the Tips to take a good selfie

**!** DO NOT FORGET THIS  
otherwise, you will receive an error.

4 Tap "CAPTURE"



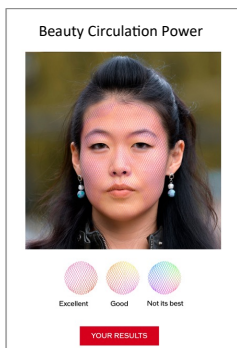
**!** If you still receive an error, please confirm the other document called  
" # Trouble Shooting for Taking a Selfie."



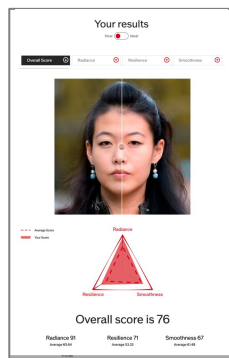
## 08 See the Results

Please keep on touching the screen within 5 minutes.  
Otherwise, the screen saver will automatically start after 5 minutes, and all the data will be deleted.

### 1 Open the Results Page

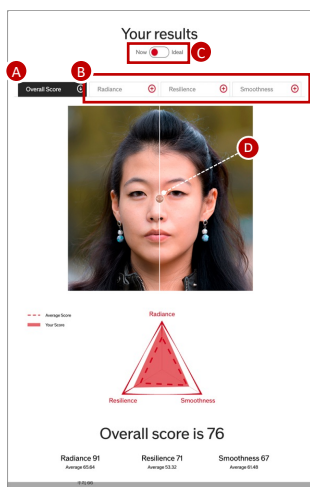


Tap "YOUR RESULTS"

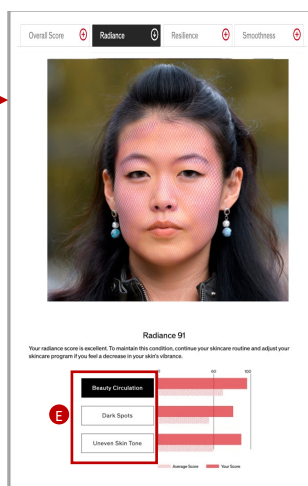


Result page will be shown.

### 2 See the analysis result.



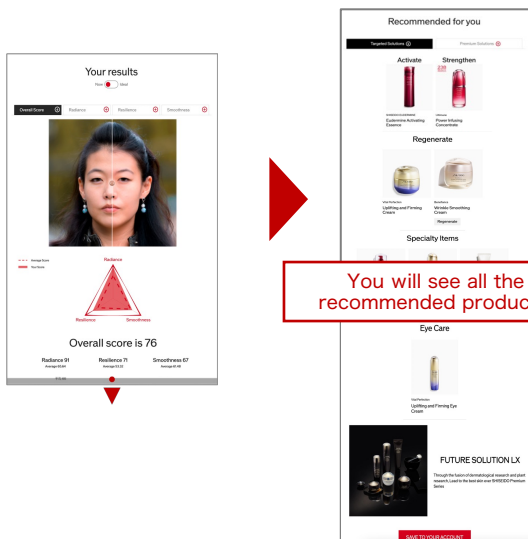
A : Total Score  
B : Detailed Score  
C : Compare your skin with your ideal skin. (D is to move the border.)



E : Filter on the face will be switched.

**!** Refer to P 7 for the details of the filter.

### 3 Scroll down the results page



You will see all the recommended products.

**!** Item tabs will depend on the selected course.

**!** If you wish to hide/show the FSLX products, please refer to P6 to re-select the site.



## 09 Send the Results

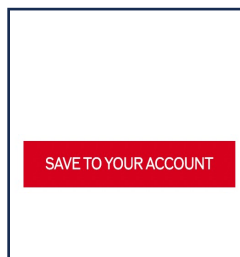
### 1 Show QR code



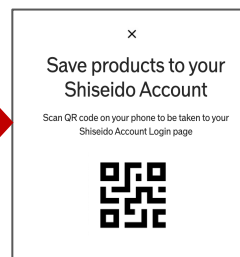
This is only available for Japan, Canada, and HK site.



Scroll down the results page, all the way to the bottom.



Tap "SAVE TO YOUR ACCOUNT"

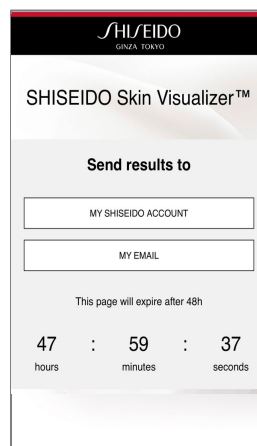


QR code will be shown.

### 2 Read the QR code.



### 3 Enter all the necessary information on the smartphone.



Please follow the instructions shown on the smartphone.

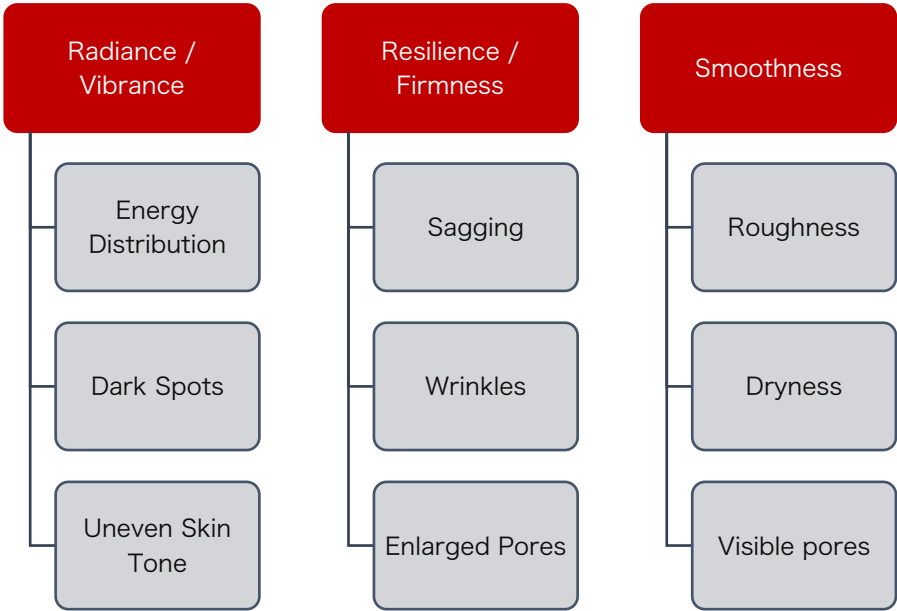


### About the Score

The higher the score, the better the skin condition you have.

- Ex) **High** score for “Dark Spot” · · · You have a good skin condition with less dark spots.  
Ex) **High** score for “Sagging” · · · You have a good skin condition with less sagging.

#### All the Metrics





# 10 Detail of the Results

Radiance/ Vibrance	Energy Distribution		 Excellent	 Good	 Not Its Best
	Dark Spots		 A Lot	 Quite a few	 A Little
	Uneven Skin Tone		 Quite a few	 A Little	

Resilience / Firmness	Sagging		 Quite a few	 A Little	
	Wrinkles		 A Lot	 Quite a few	 A Little
	Enlarged Pores		There is no any filter available. It will zoom into the center of user's face.		

Smoothness	Roughness		 Quite a few	 A Little	
	Dryness		 Quite a few	 A Little	It will zoom into the place where you tap.
	Visible Pores		 Quite a few	 A Little	



# 11 Safety Precautions and Warnings

## Terms of Use

- **Do not remove the anti-reflection film pasted on the mirror**

Anti-reflection film is applied to mirrors that do not have anti-reflective coating.  
If the mirror already has an anti-reflective coating, there is no film attached.

- How to identify an anti-reflective film

- Check the serial number on the top of the mirror.

- If the serial number starts with "G"

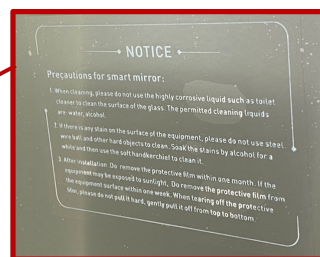
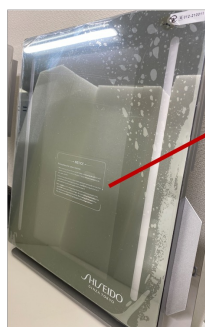
The mirror has an anti-reflective coating, so no anti-reflective film is applied.

- If the serial number does not start with a "G"

Anti-reflective film is applied since the serial number does not have anti-reflective coating.

- Film to be peeled off →

"Notice" is written on the film



- Diagnostic results are displayed for 5 minutes

- If you do not touch the screen for 5 minutes after the diagnostic results are displayed, a screen saver will be activated and the results will disappear.

- To continue displaying the results, please touch the screen within 5 minutes.

- A stable Internet connection and Internet speed are required.

- If your Internet environment does not meet the requirements, the application will not run smoothly.

- Do not wipe the screen with water

- If you are concerned about dust on the mirror, do not wipe with water, but clean it with the cloth provided

- The mirror is heavy, so be careful not to pinch your fingers or other objects when installing or moving the product.

- If fingers or other objects get caught between the product and the floor, wall, etc. during installation or moving, injury may result.

- Do not scratch the glass surface with sharp objects.

- Scratches may cause lines to appear on the screen.

- Do not use the product, when the dust is on the outlet or the product itself.

- Using the product with dust on the outlet or this product itself, may cause an electrical leakage. Please clean up all the dust on the product to avoid any danger.



# 11 Safety Precautions and Warnings

## ● Cautions

- Do not use the product with a power supply other than 100-240V.
- Do not use with wet hands.
- Do not damage, forcibly bend, pull, twist, place heavy objects on, pinch, modify, or wrap the cord around the main unit.
- When installing or moving this product, be very careful not to pinch your fingers. If fingers or other objects get caught between the product and the floor, wall, etc. during installation or moving, injury may result.
- Do not scratch the glass surface with sharp objects.
- Do not use or store the product in the following places Doing so may cause malfunction or failure.
- Dusty places/places subject to shock or vibration/unstable places/near heaters/near magnetic objects (fans, large speakers)/places exposed to direct sunlight for long periods of time/places where it may fall/places subject to moisture or humidity/near chemicals or liquids/places where heat is generated/corrosive gas (ozone gas, etc.) Locations where corrosive gases (such as ozone gas) are generated/where there is a possibility of being exposed to heavy pedestrian traffic/where young children or pets can reach/near flammable materials/outdoors.
- Do not use the product in places where it is exposed to water or high humidity.
- Do not wash the product or power adapter with water.
- Do not get this product or power adapter wet.

## ● Warnings

- Do not place any objects on this product. Or do not ride on this product.
- If there is smoke, unusual odor, abnormal noise, or the product is too hot to touch, turn off the power immediately and unplug the power cord from the outlet. Using the product as it is may cause fire, burns, or electric shock.
- If you feel a shiver of electricity when touching the product, immediately unplug the power cord from the power outlet. Using the product as it is may cause electric shock, injury, or fire.
- If the product is deformed or has cracks or other damaged parts, turn off the power immediately and unplug the power cord from the outlet. Using the product as it is may cause electric shock, injury, or fire.
- Do not use the product if the power cord or plug is damaged or if the plug is loose. Using the product as it is may cause electric shock, injury, or fire.
- When unplugging the power cord from the outlet, do not pull the cord. Doing so may damage the power cord and cause fire or electric shock.
- Do not modify or disassemble this product. Doing so may cause electric shock, fire, or explosion.
- Do not put this product into a fire, heat it, or short-circuit its terminals. Doing so may cause overheating, ignition, or explosion.
- Do not block the ventilation holes of the equipment. Doing so may cause heat to build up inside the product, resulting in smoking or ignition.
- Do not use this product with dust on it. Doing so may cause overheating or ignition.

See all the manuals

Please contact the help desk for support, after confirming all the solutions written on the document below:



**Shooting Guide**

- Explains how to prepare a good shooting environment, and all the tips to take a good selfie



**Trouble Shooting for Taking Selfie**

- Details and solutions of all the errors and the warnings that will appear while shooting a selfie
- Where to contact (Help desk)



**Trouble Shooting**

- Details and solutions of all the troubles may occur when using the product
- Please refer to the “Trouble Shooting for Taking Selfie” for the detail of the errors you received when shooting a selfie.
- Where to contact (Help Desk)

**JAPAN**

Name	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 the Visualizer.

