



Having any issues?

Trouble Shooting

Visualizer 13inch / 21inch

If you have any issues, please use this document to try all the possible solutions, before you contact the help desk for support. If you have not done the initial settings yet, please refer to the other document called "Quick Instruction."

If you are looking for a solution of the error you received while taking a selfie, please refer to the other document called "Trouble Shooting for Taking a Selfie."

See other documents



How to use:

Please find the similar issue, and refer to that page for details and solutions.

No	Category	Issue	Page	Solution
1		I would like to show/hide the FSLX products	1	Change the site to show/hide the FSLX products
2		I cannot find an official language in my country	2	Change language
3	I cannot turn on the mirror	Nothing happens when pressing the power button	3	Confirm the cable connection and the power button
4		I need to keep on pressing the power button to keep the mirror to be turned on.	3	Confirm the cable connection and the power button
5	I cannot connect to the internet	The mirror is freezing with the white screen saying, "Try again."	4~	Connect to the internet
6		The cloud icon on the settings menu does not change to green from white.	4~	Connect to the internet
7	I cannot start the application	The mirror freezes on the black screen saying, "I have connected the camera," or "Connecting."	4~	Connect to the internet
8	Troubles during the skin analysis	I receive a lot of errors while taking a selfie, that I cannot proceed to the results page	Please refer to the other document, "Trouble Shooting for Taking a Selfie" for information	
9		The mirror freeze after taking a selfie.	9	Connect to the stable internet
10		Requires long time to analyze	9	Connect to the stable internet
11		Takes longer time to analyze in afternoon	Afternoon is the time that a lot of people uses the internet, therefore the line congestion easily occurs. Please confirm your internet administrator or the internet provider for support.	
12		While analyzing, it suddenly went black after saying, "The camera connection is lost." The screen now says, "I have connected to the camera."	11~	Confirm the connection of the infrared camera (1 ・ 2) Charge the infrared camera (3)
13		Camera is not working	13	Turn on the built-in camera
14		A pop-up saying, "System Update Dialog" is shown	14	Update the middleware
15		I do not see the QR code	Please contact the help desk for support	

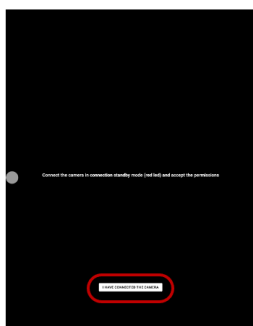
Where to contact ・ ・ ・ P15

Update: 2023/08/13

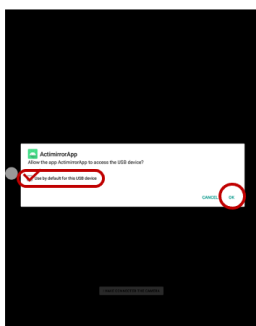
Version:2308_JPN_Trouble shooting manual

1

Start the application



Tap "I HAVE
CONNECTED CAMERA"



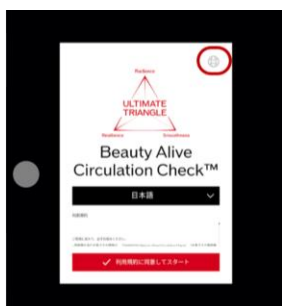
Check the box and tap
"OK"



The app will open automatically.

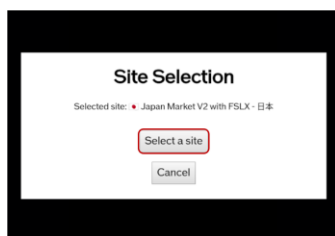
2

Tap the globe icon on the right top corner of the white box.



3

Tap "Select a site"



4

Choose the site with or without FSLX



! Name of the Site

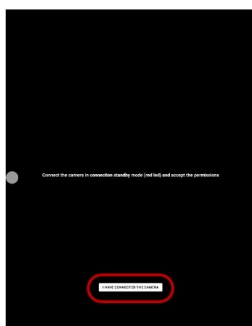
① ② ③ ①
🇯🇵 Japan Market V2 with FSLX - 日本

① Country・Region

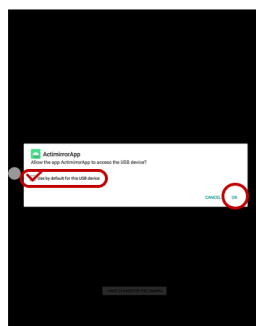
② Application **Version**
V2 : Latest version (as of June 2023)

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」

1 Start the app

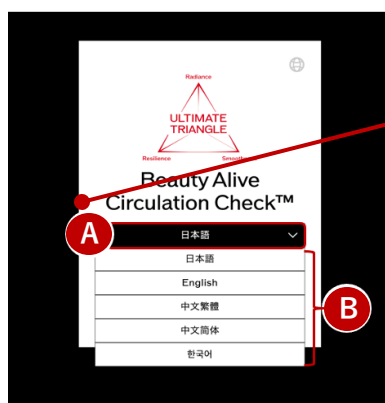
Tap "I HAVE
CONNECTED CAMERA"



Check the box and tap
"OK"



The app will open automatically.

2 Tap (A) Language Selection Bar**3 Select (B) the language you want**

Language Selection



If you cannot find the official language in your country, then you may have selected a wrong site. Please re-select a site and try again.

Confirm the cable connection and the power button

This is a solution of the issues below:

No.	Issue
3	Nothing happens when pressing the power button
4	I need to keep on pressing the power button to keep the mirror to be turned on.

1 Confirm the Cable Connection

Please try the solution below, to confirm if there is any damage on the cable.

- ☒ Unplug the power cord, and plug in again.
- ☒ Unplug the power cord, and plug into the different outlet.
- ☒ The LED light of the AC adapter attached to the power cord is on in green / blue color.

Still not resolved?

2 Confirm if the power button is not broken

Please try the solution below, and confirm if the mirror turns on

- ☒ If the power button is sinking, please try to see if it can come back to the original position.

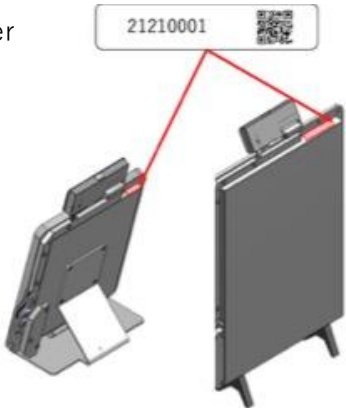
Still not resolved?

3 Please contact the help desk for support.

Japan

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

Serial Number



Other Countries

Please contact whoever oversees the Visualizer.

Connect to the Internet

This is a solution of the issues below:

No.	トラブル 症状
5	The mirror is freezing with the white screen saying, “Try again.”
6	The cloud icon on the settings menu does not change to green from white.
7	The mirror freezes on the black screen saying, “I have connected the camera,” or “Connecting.”



First of All ...
Which internet connection are you using?

A

Wi-Fi

B

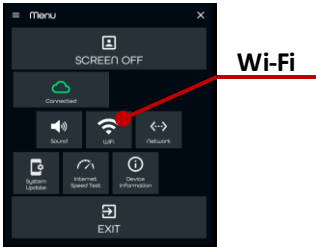
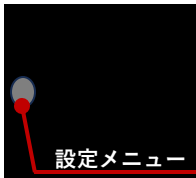
Hard-Wire (LAN) -----> Proceed to P7

A Wi-Fi

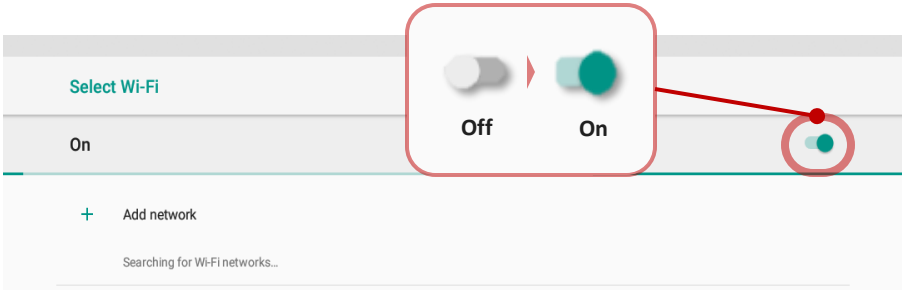
Please follow all the steps below:

1 Confirm if the Wi-Fi is turned on

1 Settings Menu (White Circle) > Wi-Fi



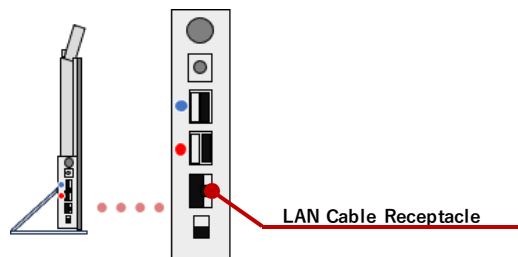
2 Please confirm if the Wi-fi is on.



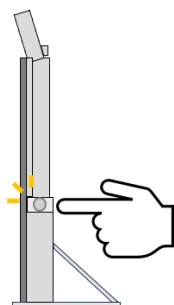
Connect to the Internet

2 Confirm that no LAN cable is connected to the mirror.

1 If you are using Wi-fi, please **DO NOT** connect a LAN cable to the mirror.



3 Press the power button of the mirror to reboot.



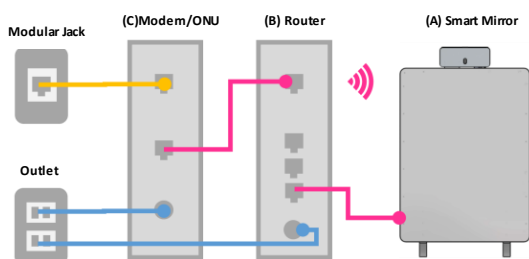
4 Reboot all the internet devices, and confirm if the warning light is not turned on.

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 minutes
- 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:



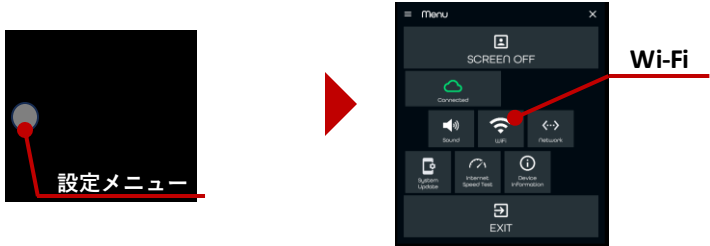
Please contact your internet administrator, if you are unsure where all the internet device is located.



Proceed to the next page

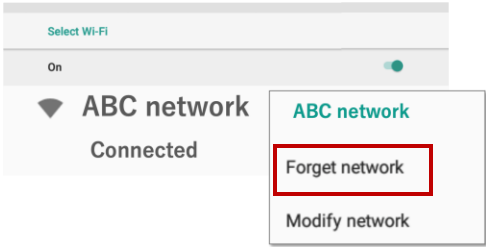
5 Delete the Wi-fi information, and set again

- 1 Settings Menu (White Circle) > Wi-fi



- 2 Tap the saved Wi-fi for 2-3 seconds.

- 3 Tap “Forget network”

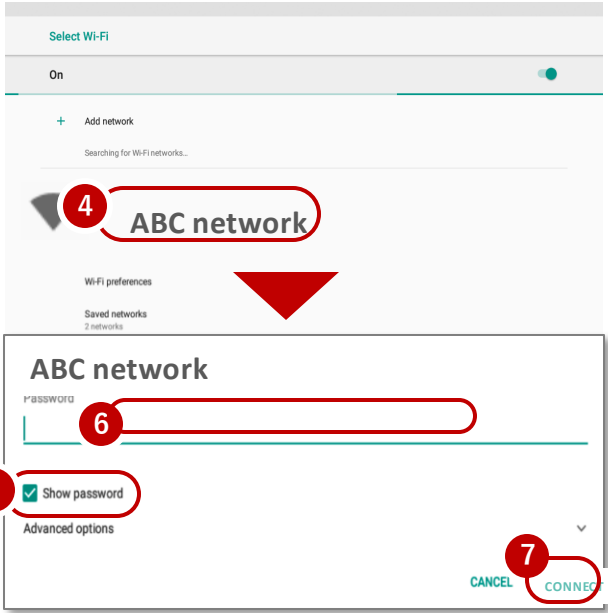


- 4 Tap the Wi-fi and set again

- 5 Check “Show Password”

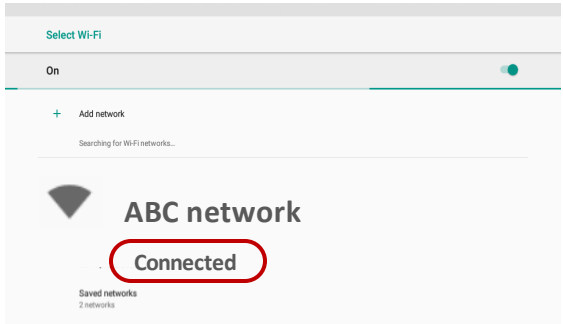
- 6 Enter the password

- 7 Tap “Connect”



- 8 If you see “Connected” under the name of the Wi-fi, the mirror has been connected to its Wi-fi.

! If you have entered the wrong password, “Connected” will not show up. Please re-enter the correct password.



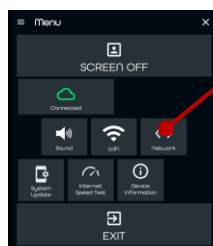
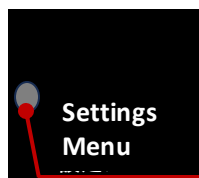
Connect to the Internet

B Hard-Wire (LAN)

Please follow all the steps below:

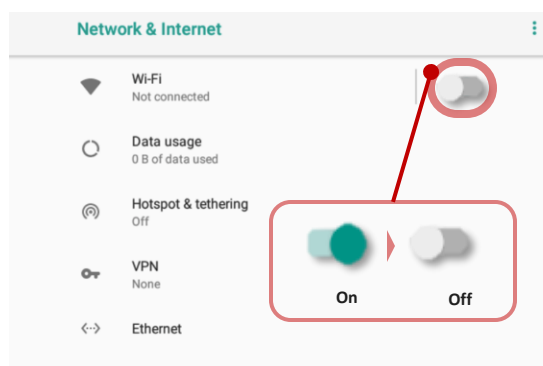
1 Confirm that the Wi-fi is turned OFF.

1 Settings Menu (White Circle) > Network

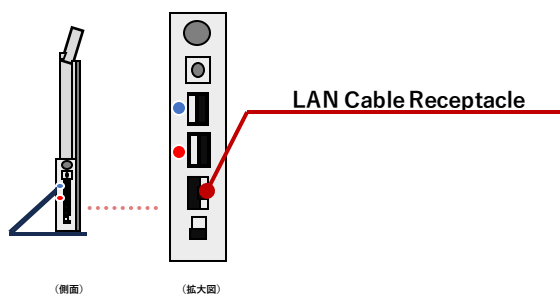


net work

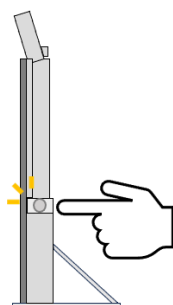
2 Confirm if the Wi-fi is turned off



2 Confirm if the LAN cable is connected to the mirror



3 Press the power button of the mirror and reboot



Proceed to the next page

Connect to the Internet

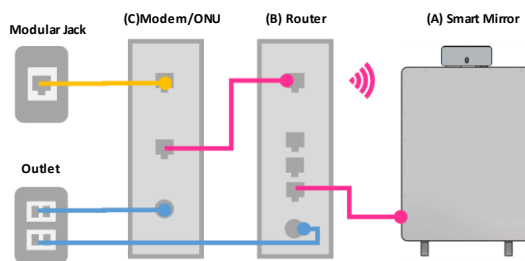
4 Reboot all the internet devices. Please confirm that no warning lights are on.

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 minutes
- 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 or the internet provider, if you are unsure where all the internet device is located.

5 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.

6 Doesn't the router require the static IP settings?

Please contact your internet administrator or the internet provider for details about the static IP settings.

How to set the static IP

- ① Settings Menu (White Circle) > Network > Ethernet IP mode > Static
- ② Enter IP address, netmask, gateway, and DNS information



Please contact your internet administrator or the internet provider about the information

This is a solution of the issues below:

No .	Issue	Cause
9	The mirror freeze after taking a selfie.	Internet is slow and/or unstable
10	Requires long time to analyze	

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 minutes

⑤

(C)Turn on the Modem (or ONU)

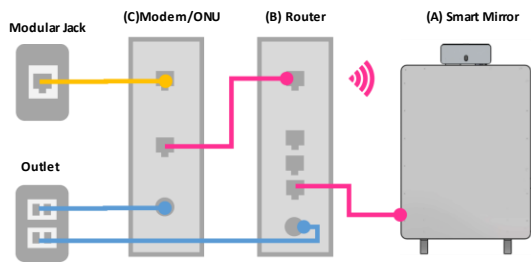
⑥

(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.

2

(If using the 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.

3

Is there any problem on the internet devices?

- ✓ Is the LED light turned on correctly? Isn't it heated up?
- ✓ Isn't it too old to use?

If you see some warning lights been turned on, or if the device is heated up, the internet devices may have an issue causing the unstable internet connection.
If you still have the same issue after rebooting the internet devices, please contact your internet administrator or the internet provider for support.
The old internet devices can also be the cause of the slow and unstable internet connection.

Connect to the stable internet

4

(If using Wi-fi) Change the place where you place the internet devices

If you are using a Wi-fi, please confirm that there are no wall or anything in between the internet devices and the mirror that would block the internet.

- ✓ Set the mirror at the location free from obstructions as possible
- ✓ Distance between the mirror and the router
- ✓ Is the router not surrounded by blocking objects (like wood, concrete, metal, insulation, water,etc) ?
- ✓ Make sure the router is not hidden in a shelf

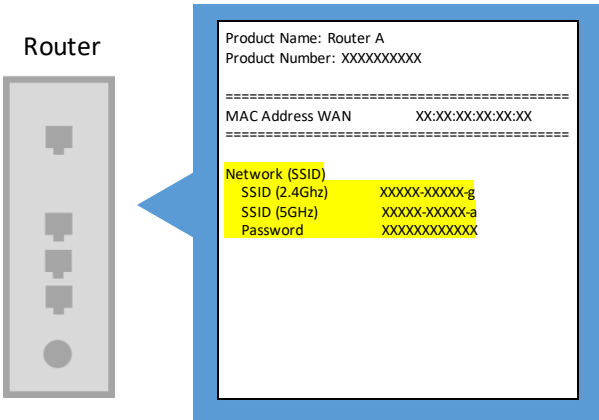
5

(When using Wi-Fi) Select the “2.4GHz” frequency, which is resistant to obstructions, when there is any obstructions (like the wall) between the mirror and the router.

- ◆ If there is an obstruction between the mirror and the router: **2.4GHz** Resistant to obstructions
- ◆ If there is no obstruction between the mirror and the router: **5GHz** Fast, but gets unstable when there is an obstruction

How to Select the Frequency

The frequency is often written near the SSID on the Wi-Fi router itself.
Frequencies are often separated by SSID.
When connecting a device to Wi-Fi, enter the SSID for each frequency and connect.



6

Confirm the maximum number of the devices that can connect to the router

Depending on the router you are using, there may be a limit to the number of connections.
The greater the number of connected devices, the worse the speed and stability will be.
Please confirm the number of maximum connections and the connected devices while using the device.
If you are unsure of the maximum number of connections, please contact your Internet administrator.

Confirm the Infrared Camera Connection (1・2) Charge the Infrared Camera (3)

This is a solution of the issues below:

No.	Issue	Cause
7	I cannot start the application. The mirror freezes on the black screen saying, "I have connected the camera," or "Connecting."	Infrared Camera Connection Error
12	While analyzing, it suddenly went black after saying, "The camera connection is lost." The screen now says, "I have connected to the camera."	

Issue Example

Tap "I HAVE CONNECTED CAMERA"

Freeze on the screen saying "connecting..."

I do not see these screens

※ Please also follow the solution written on this page, when you suddenly sees a screen saying "I HAVE CONNECTED CAMERA" while experiencing the application.

Solution 1

Confirm if the LED of the Infrared Camera is flickering in Green

A LED is OFF

- 1 Press the button (LED)
- 2 The LED will light up in red to start up
- 3 The LED will change into green when it is ready to start
- 4 When you see the black screen with "I have connected to camera," tap it to start the application.

LEDが消える場合
対処法3へ進む(次のページへ)

B LED is flickering in Green

Proceed to Solution 2

Solution 2

Confirm the Cable Connection

- 1 Push the cable hardly into the infrared camera

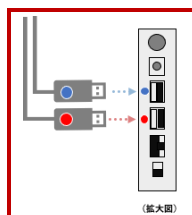
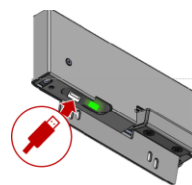
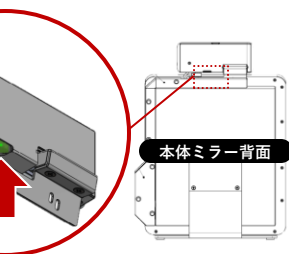
! Mirror cannot connect to the infrared camera, when the cable is loose.

- 2 Push the USB cable hardly into the mirror

! Mirror cannot connect to the infrared camera, when the cable is loose.

! USB cable → Receptacle
USB cable → Receptacle

- 3 When you see the black screen with "I have connected to camera," tap it to start the application.

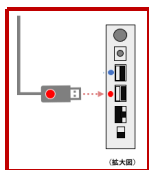


Confirm the Infrared Camera Connection (1・2)

Charge the Infrared Camera (3)

Solution 3

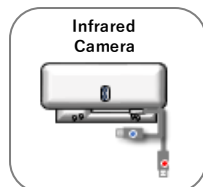
Charge Infrared Camera



- 1 Pull off the blue USB cable from the mirror.
(Leave the red USB cable on the mirror.)

- 2 Reboot the mirror by pressing the power button

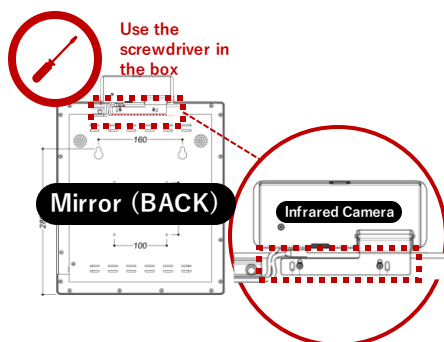
- 3 Unscrew and take off the infrared camera.



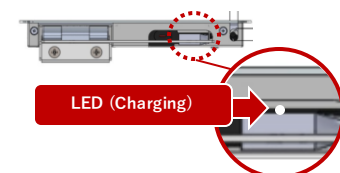
Be careful not to lose the screw



Be careful not to damage the screw hole



Infrared Camera from below



- 4 Confirm if the Charging LED is flickering

	Flickering	Charging
	ON	Fully charged

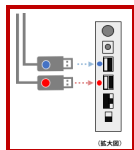


Do not turn off the mirror while charging

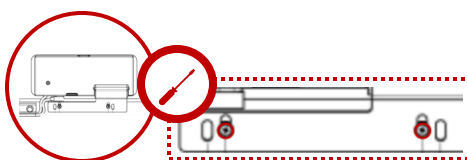


Push LED (power button) several times if you do not see this LED flickering.

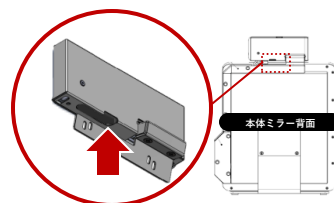
- 5 The camera is fully charged when the LED stops flickering



- 6 Plug in the blue USB cable back to the mirror



- 7 Set the infrared camera again on top of the mirror



- 8 Confirm if you see the green light flickering



If the infrared camera is off, push the LED (power button) to turn it on.

- 9 If you see the black screen with "I have connected the camera" on the mirror, tap it to start the application.

No .	I s s u e
13	Camera is not working



Built-in Camera Switch . . . There is a camera switch under the LAN receptacle

➤ **Always keep the switch to be pushed DOWNWARD**

Downward : Built-in camera is ON

Upward : Built-in camera is OFF

No .	Issue
14	A pop-up saying, “System Update Dialog” is shown

Pop-Up Example



This is a notification of the middleware update.
Middleware update **does NOT** affect any of the application specification.
This will appear without any notice.
You may press “CANCEL” while experiencing the application.

*Middleware is the bridge between the OS and the application. By keeping the middleware up-to-date, the application can be used more safely.

- 1 Tap “UPDATE”
 - 2 Wait for several minutes **WITHOUT** touching the screen
 - ! Do not touch the screen
Update will be done automatically
 - 3 Mirror will automatically reboot
 - ! You may start using the mirror after rebooting
- Update is completed when the mirror reboots.



When any issues occur, please try all the solutions on this manual, before contacting the help desk.

If you have not done the initial settings of the mirror, please refer to the different manual called a “quick manual.”

If you have any issues while taking a selfie, please refer to the different manual called a “trouble shooting while taking a selfie.”

See another manual from Smartphone



Help Desk for Japan Stores

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

Other Countries

Please contact whoever in charge of the Visualizer project.

