

Prism iO Support

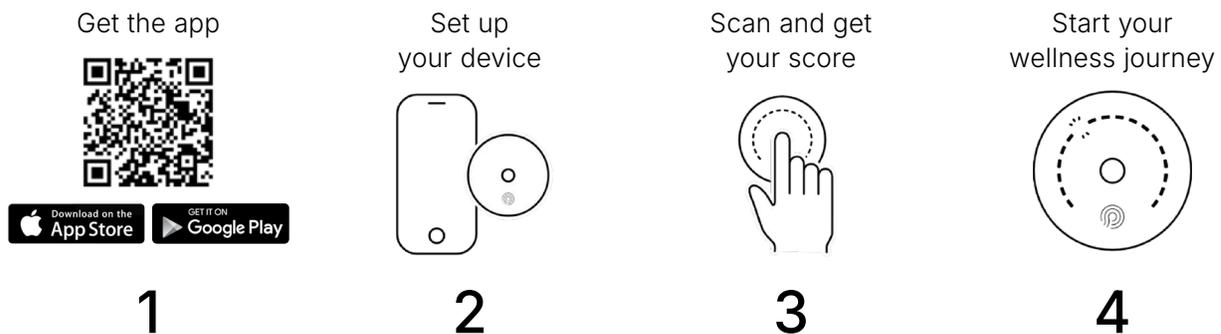
Here, you'll find everything you need to get the most out of your device: the QuickStart Guide, connection help, troubleshooting tips, and best practices to ensure accurate, consistent results. Whether you're pairing your device for the first time, exploring your Prism Score, or refining your wellness experience, we're here to make every step simple and stress-free.

If you ever need help, our team is ready to help—just scroll down to connect with Support or access other resources.



User Manual: getprismio.com/manual

Quick Start Guide:



Currently, you must be a Nu Skin Brand Affiliate to use the Nu Skin Prism iO App. Click [here](#) to learn more.

TROUBLESHOOTING

Why is my Prism Score fluctuating or showing unexpected results?

Prism iO is a precise scientific measurement tool and some natural variation is expected. A fluctuation of up to 10% can occur even under controlled laboratory conditions.

If you experience larger fluctuations in score, it may be due to:

- Inconsistent finger placement or pressure
- Movement during the scan
- Dirty lens or finger
- The device needing recalibration

For the most reliable results, follow the Best Scanning Practices (below).

How do I calibrate my Prism iO device?

1. Open the Prism iO app.
2. Select your device.
3. Tap the gear icon (top right).
4. Scroll down to Calibrate Device.
5. Follow the on-screen instructions and use your calibration disc when prompted.

Calibration takes less than a minute and helps keep your device performing at its best. Click [here](#) for a calibration video tutorial.

Prysm iO Support

How often should I calibrate my Prysm iO device?

For best performance, we recommend recalibrating your Prysm iO about every two weeks. The Prysm iO app will also notify you when calibration is needed.

Pro Tip: *If you are scanning at a large event or after traveling, we recommend calibrating your device before scanning.*

What phone operating systems (OS) are supported with the Prysm iO app?

Nu Skin follows standard app-development support practices:

- iOS: Latest iOS version + one version back
- Android: Latest Android version + two versions back

Make sure your phone OS is updated to ensure the best experience.

What do I do if I cannot connect to my Prysm iO in the app?

1. Ensure your Prysm iO is charged, turned on, and near your phone.
2. Ensure the Bluetooth®¹ wireless connection on your phone/tablet is on.
3. Ensure the Bluetooth wireless connection is enabled for the Nu Skin Prysm iO app by going into your phone settings.
4. If you still cannot find your device, it may be paired with another phone/tablet. You can reset the device by doing the following:

Conduct a Factory Reset: Plug your Prysm iO device into the charger. Press and hold the power button for 10 seconds. The LEDs will all flash 3 times.

Note: *After a Factory Reset is conducted, your device will need to be paired and set up in the Nu Skin Prysm iO app before you can use it again.*

How do I know which Prysm iO is mine?

Check the bottom of the Prysm iO to find its serial number. The last 4 digits of the serial number correspond with the device's advertising name as it appears in the Nu Skin Prysm iO app.

SN: X X X X X X X X 1 2 3 4

What do I do if the firmware update fails?

Plug the Prysm iO device into the charger and make sure your device is in close proximity to your mobile phone. Make sure your phone is connected to the internet. Then try to update the firmware again.

Why is my Prysm Score fluctuating or showing unexpected results?

- Your device may need to be calibrated, which can be done quickly and easily in the Nu Skin Prysm iO app.
- Make sure the Prysm iO lens is free from any dirt or grime by using the provided microfiber cloth.
- Scoring variability is inherent in scientific measurement. Small to moderate variation in a reading like Prysm iO is normal, even in highly controlled laboratory conditions. Excessive variation is likely the result of user inconsistency or other poor scanning practices. Follow the directions in the Prysm iO manual and Best Practices guidelines (below) for the most consistent scanning results.
- All electronic devices change slightly over time, and in some cases Prysm Score variations can occur due to these changes. If you notice variation in your score still exists even when following Best Scanning Practice guidelines (below) then try recalibrating your device (refer to calibration instructions in the app). If this does not resolve the issue, contact customer support.

¹ The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Nu Skin is under license.

Prysm iO Support

- Some devices may become compromised or damaged over time, and this can also cause variation. Contact customer support if this happens to your device.

How do I Factory Reset my Prysm iO?

Plug your Prysm iO device into the charger. Press and hold the power button for 10 seconds. The LEDs will all flash 3 times.

Note: After a Factory Reset is conducted, your device will need to be paired and set up in the Nu Skin Prysm iO app before you can use it again.

Will all my Prysm iO data be preserved if I need to reinstall the app?

When your device is connected to the app, your app will automatically sync your data to our secure cloud system after each scan so that you can access your scan history even after reinstalling the Nu Skin Prysm iO app. It is important to make sure you connect your phone/tablet to the internet periodically with the app open so that it can sync your scans. If you remove the app before syncing recent scans to the cloud, some scan data may be lost.

Do I need to scan while connected to the Prysm iO app to track my progress?

Your Prysm iO device will save scans that are done while not connected to the Nu Skin Prysm iO app. Make sure to periodically sync your Prysm iO device with the app to ensure that all your scans are uploaded and saved.

How do I know when my device needs to be recalibrated?

For best practices, you should recalibrate your device about once a month to ensure it is performing optimally. You will also receive notifications in the Nu Skin Prysm iO app when your device needs to be recalibrated.

DEVICE CARE

Transportation

When traveling with your device, make sure to store it in its original carrying case. If transporting it by air, pack your device in your carry-on luggage. This minimizes the potential for jarring, exposure to extreme temperatures, or other adverse conditions associated with checked luggage. Be sure to check with the airline you are traveling with for guidance on lithium-ion batteries.

Storage

The scanner should be operated at temperatures of 50° to 95° F (10° to 35° C). The optimal scanning temperature is 68° to 77° (20° to 25° C). The scanner should not be stored or transported in temperatures greater than 110° F (40° C) or lower than 40° F (5° C). Improper storage conditions can affect performance and/or damage the device.

Handling

- Prysm iO is a highly sensitive scientific device. Always handle it with care to avoid damage to the device. Never stare at any LED light source at close range or for prolonged periods of time.
- We recommend charging your device when you first receive it and recharge it whenever the low battery power indicator flashes. Always place your device on a heat-resistant, stable, flat surface when charging.
- Do not attempt to replace the battery, open, or modify this device in any way.
- Never operate the device if it appears to have been damaged. Only use this device as directed in approved instruction materials.
- Please refer to your Prysm iO user manual for additional precautions and usage instructions.

Prysm iO Support

BEST SCANNING PRACTICES

Cleaning the Lens

- Use lint-free microfiber cloth to clean your device. The lens should be cleaned regularly to keep it free from residue or smudges.
- Do not immerse the device in water or any liquid at any time or use any chemical cleaners or solvents.

Optimal Scanning Environment

- Avoid operating the device beneath bright room lights, in sunlight, or in other excessively bright environments.
- Never expose this device to heat. Do not store near a heat source such as a radiator, fire, or heating vent. Do not leave in a hot vehicle, or store in excessively hot locations.
- Do not leave this device in cold or freezing environments for prolonged periods of time.

Finger placement

- Place the center of the pad of the right index fingertip onto the lens. The fingertip should be straight and flat, covering the entire scanning window. Make sure the center of the pad of the finger is as close to the center of the scanning window as possible. Scan with the same finger every time.
- It is important to cover the entire aperture so that no external light can leak into the device during a scan. Scanning is best performed when you are seated comfortably with your Prysm iO on a flat surface in easy reach, so your arm is parallel to the scanning surface. Scanning while standing, leaning, or reaching can result in inconsistent placement.

TIPS FOR CONSISTENCY

- Try to conduct scans in similar conditions, such as lighting, temperature, finger placement, and finger pressure. Be especially careful to place your finger in the same location every time as well as in the same orientation, angle, and pressure.
- Finger pressure when scanning should be gentle, even, and sufficient to hold the fingertip flat on the lens without feeling like you are applying pressure.
- Scan the same finger every time.
- Wash your hands before scanning to remove any chemicals, lotions, sunscreen, or other contaminants. Clean the glass window of the Prysm iO between each scan as directed above.

DEVICE WARRANTY

Nu Skin guarantees your device to be free from defects in materials and workmanship for a period of two years from the original date of delivery. This warranty does not cover damage to the product due to misuse or accident.

If the product becomes defective within the two-year warranty period, please call your local Nu Skin Support Services to arrange for a repair or replacement.

You may be required to present a formal sales receipt showing the delivery date. Nu Skin reserves the right to inspect the device. This warranty does not affect your statutory rights in law specific to the country of purchase, such rights remain protected. This warranty is valid in Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Hungary, Iceland, Ireland, Italy, Luxembourg, Norway, Poland, Portugal, Romania, Slovakia,, Spain, Sweden, Switzerland, The Netherlands, and United Kingdom.

Do not attempt to repair the device yourself, as this will void any warranty. There are no user-serviceable parts.

Prysm iO Support

LOCAL MARKET SUPPORT CONTACT

Market support phone

Market support email

Market support website

Links to Social page, community, or forums

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