**PHARMANEX**®

# S3

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# Device

## General

**1. What is the positioning of S3?**

The S3 is the next generation of business innovation. It still measures the same thing as the S2: the carotenoids level in the skin. It does not perform any other measurements so it is not a revolution. It is positioned as an evolution because it is smaller, faster and portable. It helps you to do business in an easier and more effective way.

**2. What does the S3 Scanner measure?**

Like the S2, the S3 measures the carotenoids level in the skin by scanning the palm of the hand and using the Raman Spectroscopy technology.

**3. What is the difference between the S2 Everest and the S3?**
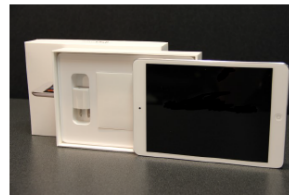
The S3 is:

- Smaller: by 20-25%
- Faster: 30 sec scan vs. 90 sec with the S2
- Portable: Bluetooth, wireless and battery operated (500 scans or 6 hours of constant use on a single charge)
- New features with the Scanner app:
  - o Overview of the Scanner status
  - o Tracking of the scans records
  - o Automatic reminders to test and synchronise the Scanner
  - o Purchase of digital Scan Card numbers
  - o Support and help services

**4. What will be included in the S3 Scanner unit that I will receive?**

- A. 1 S3 Pharmanex BioPhotonic Scanner device
- B. 1 iPad mini and a cover
- C. 1 charging kit and power cords
- D. 1 carrying case



A. S3 Scanner



B. Apple iPad Mini



C. S3 Scanner power supply & adapters



D. S3 Scanner carrying case

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## S3 & iPad mini

**5. Which model of the iPad mini is provided by the company?**
The S3 unit includes an iPad mini WiFi 16 GB. Visit apple.com/iPad to get more information on the model.

**6. Does the S3 work with Android, a PC laptop, Windows or another computer device?**
No. The S3 does not function with other operating systems or devices except the Apple iPad mini. There are no current plans to adapt the S3 Scanner app for Android, Windows or other platforms.

**7. Can I use the S3 with my iPhone, iPad or Apple computer?**
The initial release of the S3 is optimised only to work with the iPad mini and not with other Apple devices. There are plans to optimise the software in future releases for other Apple products. These updates will depend on whether Nu Skin Enterprises can develop the software in a way to provide an excellent user experience across multiple devices.

**8. Can I use my own iPad mini instead of the one that was sent with the S3?**
Yes. You can install the S3 Scanner app on any iPad mini using the given instructions. However, only one iPad mini can be linked to a S3 Scanner unit at a time.

**9. Do I own the iPad mini that comes with the S3?**
No. The iPad mini is only leased to you as a component of the S3 Scanner unit. Nu Skin remains the owner of the device like mentioned in the S3 Master Lease Agreement.

**10. Will I be able to use the iPad mini for personal use as well?**
In addition to the S3 Scanner app, the iPad mini contains several other functionalities, such as a Game Centre, an App Store, Calendar, Photos and Camera, etc. But please note that the iPad mini is leased to you as a business tool. Therefore, all the iPad mini functionalities (S3 Scanner app and others) should be used in strict accordance with the Company's instructions and for Pharmanex business purposes, and not for personal, family or household purposes.

## Scanning with S3

**11. Are there any cables with the S3?**
Thanks to the Bluetooth and WiFi connections, the S3 is wireless. The only cables included with the equipment are the power supply chargers of the Scanner and the iPad mini.

**12. How does the S3 connect to the iPad mini?**
The S3 Scanner connects to the iPad mini via the Bluetooth wireless connection. This connection is possible if the Bluetooth button on the Scanner is switched on. It allows the Scanner and the iPad mini to be connected together without any cables.

**13. Can I use S3 with WiFi?**
Yes. The iPad mini only works with WiFi connection. To download the S3 Scanner app and to send your scan records to the Nu Skin database, you need to be connected to a WiFi network.

**14. Do I need internet to scan?**
No. Internet WiFi connection is not needed when scanning. Internet WiFi connection is needed to download the S3 Scanner app and to send your scan records to the Nu Skin database.

**15. How long does it take to warm up and calibrate the S3?**

The S3 does not have any warm-up, but it has two calibration steps: the dark scan, which is needed once per day, and the Scanner operator scan, which is required once every 14 days. One scan lasts 30 seconds. So the maximum calibration time of the S3 is 60 seconds.

**16. What is the power need of the S3?**

S3 needs a power of 20V or 2A.

**17. How long does it take to be scanned by the S3 Scanner?**

It lasts 30 seconds while the S2 scans in 90 seconds.

**18. How long am I able to scan without charging the S3?**

The first time you receive the S3 unit, you need to charge the Scanner and the iPad mini for 8 hours before using them. Once charged, you have 500 scans or 6 hours of constant use available.

**19. Which materials do I need to perform a scan?**

You need an active Scanner connected to the iPad mini and a Scan Card number to scan your client.

**20. Am I able to use Scan Cards to scan with the S3?**

Yes. You can use 2 options to scan: either you use the physical Scan Card working with the S2 or you can purchase digital Scan Card numbers via the app. The current Scan Cards that you use with your S2 work with the S3 as well.

**21. Am I able to read the barcode from the Scan Card with the iPad mini?**

Yes. With the S3 app, you can read the barcode from the Scan Card without downloading any extra software or applications.

**22. Can I rescan someone with the S3 who has first been scanned on the S2?**

Yes, you can.

**23. How often do I have to upload S3?**

The upload happens with the sync button of the Scanner app while connected to an internet WiFi network. It is recommended to upload your S3 after each of your scan sessions so you can access the most up to date Scanner reports. Otherwise, one upload per month is required.

**24. Am I able to use the S3 app in my own language?**

The S3 app has been developed in the following EMEA languages: English, Czech, German, Danish, Spanish, French, Hungarian, Italian, Hebrew, Dutch, Norwegian, Polish, Romanian, Slovak, Swedish, Finnish, Russian and Ukrainian.

**25. Can I access my Scanner reports on the iPad mini to check my performance?**

If connected to a WiFi network, you can access the Internet with your iPad mini. So you can log in to the Nu Skin website, your OFFICE and Volume and Genealogy platforms where you can access your Scanner reports. There is no direct access to your Scanner reports via the S3 app.

**S3 Support**

**26. In case of problems, will I get an error code on the S3**

Yes. Like the S2, the S3 displays some error codes to report any problems and small instructions on how to solve them. On top you can contact your local Scanner Coordinator to get support.

**27. Will I get technical support for the iPad mini?**

You will get technical support for any problems encountered with the S3 app. For every issue happening with the general functioning or other menus of the iPad mini excluding the S3 app, you can visit the website http://www.apple.com/support/ipad/ or request support from a local Apple store.

**28. How will the service of broken Scanners or iPad be provided?**

As Nu Skin remains the owner of the S3 unit (Scanner and iPad mini), Nu Skin is responsible to replace any broken equipment and will ensure you are always provided with a working unit.

**29. How can I upgrade IOS on iPad mini?**

If your iPad mini needs an upgrade of its IOS version, you will be informed via a pop-up box asking to upgrade the version of your device. To upgrade it you just need to confirm you want the upgrade to happen by pressing one button and it occurs automatically.

**30. How can I upgrade the S3 app?**

If your S3 app needs an upgrade, you will be informed via a pop-up box asking to upgrade the version of your S3 app. To upgrade it you just need to confirm you want the upgrade to happen by pressing one button and it occurs automatically.