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General 一般問題

1. What is the positioning of S3? S3 的定位是甚麼?

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 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.

S3 是新一代的商業創新。它仍然跟 S2 測量同樣的指標: 皮膚中的類胡蘿蔔素指數。它被定位為一種“進化”，因為它更小，更快，更便於攜帶。它幫助您以一個更簡單和更有效的方法來拓展業務。

2. What does the S3 Scanner measure? S3 掃描儀測量的是甚麼?

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.

跟 S2 一樣，S3 使用拉曼共振光譜法，通過掃描手掌來測量皮膚中的類胡蘿蔔素指數。

3. What is the difference between the S2 and the S3? S2 和 S3 有甚麼分別?

S2	S3
90 seconds per scan 每次掃描需時 90 秒	Faster: 30 seconds per scan 更快: 每次掃描需時 30 秒
2.23kg	1.47kg-35% lighter and 60% smaller 1.47kg-重量減輕 35%, 體積減小 60%
Cables 有線連接	No Cables and Portable; Bluetooth and WiFi connection 無線連接及便於攜帶;使用藍牙和 WiFi 進行連接
Laptop 需要和筆記本電腦連接	iPad mini & App 使用 iPad mini 及 App 連接
Barcode Reader 使用條碼閱讀器	iPad mini camera 使用 iPad mini 的相機
Upload via external adapter or analog phone 通過外置配適器或模擬電話上傳數據	WiFi capable-immediate uploads 通過 WiFi 即時上傳數據

5-minute warm-up 暖機需時 5 分鐘	30 seconds calibration 校正需時 30 秒
Physical Scan Cards only 只能用實物掃描卡	Digital Scan Credit or Physical Scan Cards 可使用電子掃描卡或實物掃描卡
Power required 需要連接電源	Battery operated(and power) 連接電源，或充電後通過內置電池操作

New features with the Scanner App 掃描儀 App 的新功能:

- ✧ Overview of the Scanner status 一覽掃描儀狀態
- ✧ Digital scan credit 使用電子掃描卡
- ✧ Tracking of the scans records 追蹤掃描記錄
- ✧ Automated uploads 自動上傳數據
- ✧ Automatic reminders to test and synchronise the Scanner 自動提醒測試及同步掃描儀
- ✧ Support and help services 支援及協助服務

S3&iPad Mini

4. Does the S3 work with Android, a PC laptop, Windows or another computer device? S3 能用於安卓、手提電腦、Windows 或其他電腦裝置嗎?

No. The S3 does not function with other operating systems or devices except the Apple iPad mini.

不能。除了 iPad mini，S3 不能與其他作業系統或裝置運作。

5. Can I use the S3 with my iPhone, iPad or Apple computer? 我能透過 iPhone, iPad 或蘋果電腦使用 S3 嗎?

S3 is currently optimised only to work with the iPad mini and not with other Apple devices.

S3 目前只能在 iPad mini 上運作，不能用於其他 Apple 裝置。

Scanning with the S3 使用 S3 進行掃描

6. Are there any cables with the S3? S3 需要任何有線傳輸系統嗎?

Thanks to the Bluetooth and WiFi connections, the S3 is wireless. The only cable included with the equipment is the power supply charger of the Scanner.

由於使用藍牙及 WiFi 連線，S3 是無線連接的。掃描儀的充電器是設備中包含的唯一線纜。

7. How does the S3 connect to the iPad mini? S3 怎樣連接至 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.

S3 掃描儀通過藍牙連接至 iPad mini。開啟掃描儀上的藍牙鍵就能進行藍牙連接，令掃描儀及 iPad mini 能進行無線連接。

8. How many iPad mini can be linked to a S3 at a time? 一台 S3 一次能與幾台 iPad mini 連接?

Only one S3 can be linked to an iPad mini at a time.

一台 S3 一次只能與一台 iPad mini 連接。

9. Can I use S3 with WiFi? 我能透過 WiFi 使用 S3 嗎?

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.

可以。iPad mini 只能用 WiFi 連線。您需要連接 WiFi 網絡才能下載 S3 App 及將您的掃描記錄發送到 NU SKIN 數據庫。

10. Do I need internet to scan?我需要網絡來進行掃描嗎?

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.
不用。進行掃描時並不需要連接 WiFi 網絡。WiFi 網絡連接是用於下載 S3 App 及將您的掃描記錄發送到 NU SKIN 數據庫。

11. How long does it take to warm up and calibrate the S3? 需要多少時間去暖機及校正 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.

S3 並不需要任何暖機，但有兩個校正步驟: 每日需要進行一次的黑蓋掃描，及每 14 日進行一次的操作員掃描。每次掃描需時 30 秒，所以 S3 的最多校正需時是 60 秒。

12. What is the power need of the S3? S3 的電壓需求是多少?

S3 needs a power of 100-240V.　S3 需要 100-240V 的電壓。

13. How long does it take to be scanned by the S3 Scanner? S3 掃描需要多長時間?

It lasts 30 seconds while the S2 scans in 90 seconds.S3

掃描只需 30 秒，而 S2 則需要 90 秒。

14. How long am I able to scan without charging the S3? S3 充滿電後能使用多久?

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

第一次收到 S3 掃描儀時，您需要在使用前為掃描儀(及 iPad mini)充電 8 小時。一經充電，您能進行最多 500 次掃描或連續使用最多 6 小時。

15. Which materials do I need to perform a scan? 我需要甚麼東西來進行掃描?

You need an active S3 Scanner connected to the iPad mini and a valid physical Scan Card or digital Scan Credit to scan your client.

您需要一台已連接到 iPad mini 並已啟動的 S3 掃描儀，以及有效的實物掃描卡或電子掃描卡才能為您的顧客進行掃描。

16. Am I able to use S2 Scan Cards to scan with the S3? 我可以使用 S2 掃描卡去進行 S3 掃描嗎?

Yes. The current Scan Cards that you use with your S2 work with the S3 as well.

可以。現時您用於 S2 的掃描卡也能用於 S3。

17. Am I able to read the barcode from the Scan Card with the iPad mini? 我可以用 iPad mini 讀取掃描卡上的條碼嗎?

Yes. With the S3 App, you can read the barcode from the Scan Card without downloading any extra software or applications. If the camera doesn't appear to be working, make sure the S3 App has permission to use the iPad mini camera in the Settings App(Settings App>Scanner>Camera).

可以。透過 S3 App，您不用下載任何額外軟件或應用程式也能夠讀取掃描卡上的條碼。如果相機不起作用，請在 iPad mini 的設定中確認 S3 App 已獲得權限使用 iPad mini 的相機（設定 > 掃描儀 > 相機）。

18. How often do I have to upload S3 scan records? 我需要多久上傳一次 S3 掃描記錄?

Records will automatically be uploaded while connected to an internet WiFi network. You may also manually upload your records by press the "SYNC" in the S3 App. It is recommended to upload your S3 scan records after each of your scan sessions so you can access the most up to date Scanner reports. Otherwise, one upload per month is required, and no later than the last day of the month.

在連接到 WiFi 網絡時，掃描記錄會自動上傳。您也可以手動點擊 S3 App 內的"同步"鍵上傳您的記錄。我們建議您在每次掃描後上傳您的 S3 掃描記錄，令您能存取最新的掃描報告。不然，記錄必需每月上傳一次，時間亦請不要晚於每個月的最後一天。

19. Am I able to use the S3 App in my own language? 我可以以我的語言使用 S3 App 嗎?

The S3 App has been developed in the 28 languages, such as English, Simplified Chinese, Traditional Chinese, Japanese, Korean, Czech, German, Danish, Spanish, French, Hungarian, Italian, Hebrew, Dutch, Norwegian, Polish, Romanian, Slovak, Swedish, Finnish, Russian, etc.

S3 App 設有 28 種語言，如英文、簡體中文、繁體中文、日文、韓文、捷克文、德文、丹麥文、西班牙文、法文、匈牙利文、意大利文、希伯來文、荷蘭文、挪威文、波蘭文、羅馬尼亞文、斯洛伐克文、瑞典文、芬蘭文、俄文等。

20. Can I check my scan records on the iPad mini? 我可以在 iPad mini 上查詢我的掃描記錄嗎?

The S3 Scanner App will keep a digital copy of all your completed scans in the Records Tab. Tap on the Records Tab and you will see a list of the scans you have

completed in chronological order by date and time(most recent scan first). However, there is no direct access to your Scanner reports or scores via the S3 App.

S3 App 將會在記錄欄保存您完成的全部掃描記錄。點擊記錄欄，您將會看到一個所有已完成的掃描記錄清單。清單按日期及時間排列，最新的掃描記錄排列在最前面。然而，您不能直接在 S3 App 上直接讀取掃描報告或者分數。

21. Is there any score variability? 掃描分數是否存在差異?

All equipment is subject to variability when performing a measurement. Score variability is common because the scanner measures carotenoids, which are found at very small trace levels in biological tissue.

Two types of factors influence the Skin Carotenoid Score:
1. Personal factors (genetics, diet, body mass index, environment, smoking and sun exposure.)
2. Operational factors (calibration, temperature, hand placement and drafty condition)

Variability can only be reduced and managed through proper usage, maintenance, calibration and other methods. To ensure Scanner scans accurately:

- Make sure your subjects' hand is placed at the exact same location as their previous scan.
- Check that scanner has been well calibrated via the Dark Scan and the Operator Scan.
- Scan your subjects in a room where there is an ambient temperature of 15° to 27℃.

所有的設備在進行測量時都存在差異。掃描分數存在差異性是正常的，因為掃描儀檢測的是類胡蘿蔔素，而類胡蘿蔔素在生物組織內是以非常微量的形式存在的。

以下兩類因素會影響到類胡蘿蔔素指數

1、檢測者的個人因素（基因、飲食習慣、體重指數、生活環境、吸煙及日曬程度）

2、操作環境的因素（校正、溫度、手放置的位置、良好通風的環境）

差異性只可以透過正確使用、維修、校正及其他方法來減小和控制。為確保掃描儀掃描的準確性：

- 請確保檢測者和之前一樣，正確地把手放置在掃描儀上。
- 確保掃描儀已通過黑蓋掃描和操作員掃描進行了校正。
- 請在溫度介乎 15°-27°C 之間的房間為您的檢測者進行掃描。

22. Why I score differently on S2 Scanner compared to the S3? 為什麼我在 S2 和 S3 上測出的分數不一樣?

Scanner is a precision scientific device and requires calibration to guarantee measurement accuracy. The negligence in calibration will have an effect on the results. The S2 scanner was released in 2006 with an update in 2009 to the Everest

Edition. Many of the S2 scanners have been in the field for several years without being sent back to be recalibrated. A more recently calibrated S3 scanner provides a more accurate score than an S2 that has not been calibrated for some time.

掃描儀是一個精密的科學儀器，需要進行校正來保證測量的準確性。疏於校正將會影響結果。S2 掃描儀首次在 2006 年推出，之後在 2009 年進行了一次版本升級。但許多 S2 掃描儀多年來並沒有送回進行重新校正。 因此, 與一段時間內未經校正的 S2 相比，最近推出並已校正過的 S3 可以提供一個更準確的分數。

23. Why is my score different on two different S3 scanners? 為什麼我的分數在兩台 S3 上不一樣?

All measurement devices – even things as simple as a ruler or a bathroom scale – have differences. The scanner measurement is challenging, and it is not possible with a parts-per-billion measurement to perfectly calibrate devices so every unique individual obtains the exact same measurement on thousands of different scanners. The best practice for scanning is to track your results on a specific device over time rather than to compare your results on different scanners on the same day. Much like when you track your weight, you should use the same scale all the time rather than different scales.

所有的測量工具都會存在差異，即便是尺子或者體重計也是如此。光子掃描的測量本身是一種更具挑戰性的測量，每一個獨特的個體不可能在成千上萬台不同的掃描器上獲得完全相同的結果。
最好的做法是一直在同一特定的儀器上進行掃描以追蹤您的分數，而不是在同一天去比較不同掃描儀的結果。就像您要追蹤您的體重時，您應該一直使用同一個體重計而不是不同的體重計。

S3 Support　S3 幫助

24. In case of problems, will I get an error code on the S3? 如有問題 ,S3 會顯示錯誤碼嗎?

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 NU SKIN Distribution Centers to get support.

會。與 S2 一樣，S3 會顯示錯誤碼去報告任何問題，並會有說明指導您解決問題。您也可以聯繫當地的 NU SKIN 分銷中心以取得支援。

25. Will I get technical support for the iPad mini? 我將會得到 iPad mini 的技術支援嗎?

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.

您將能得到任何關於 S3 App 問題的技術支援。對於所有與 S3 App 無關的 iPad mini 一般功能或其他電腦技術問題，您可以瀏覽 http://www.apple.com/support/ipad/ 或要求當地 Apple 商店提供支援。

26. How will the service of broken Scanners or iPad mini be provided? 對損毀的掃描儀或 iPad mini 將提供怎樣的服務?

NU SKIN will provide a 12-month of free repair and maintenance service for S3. S3 scanners that are damaged due to mishandling, dropped or otherwise abused by improper use are not covered under the warranty. You may refer to the Terms and Conditions of the Warranty for details.
You are fully responsible for your iPad mini. NU SKIN will not responsible for your iPad mini, and you should contact Apple store for maintenance.

NU SKIN 將為 S3 掃描儀提供 12 個月的免費保修服務。因錯誤操作，跌落或其他不當使用引致的損壞不在保修範圍之內。詳情請參閱保修條款及條件。
您需要為您的 iPad mini 負全責。NU SKIN 將不會對您的 iPad mini 負責，您應聯絡 Apple 商店進行維修。

27. How can I upgrade IOS on iPad mini? 我怎樣更新 iPad mini 的 IOS?

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.

如您的 iPad mini 需要更新 IOS 版本，將會有一個視窗彈出通知您更新您的裝置版本。您只需按確定更新，更新就會自動進行。

28. How can I upgrade the S3 App? 我怎樣更新 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.

You can also check for the software updates by taping on the “CHECK FOR UPDATES”.

如您的 S3 App 需要更新，將會有一個視窗彈出通知您更新您的 S3 App 的版本。您只需按確定更新，更新就會自動進行。

您也可以點擊“檢查更新”以檢查是否有軟件版本更新。

29. After I installed the Scanner App I receive a message that the App is “not trusted.” What do I do? 我在安裝 S3 App 後收到一條信息，顯示該 App“未被信任”。我該怎麼做？

Due to security changes in Apple’s operating systems, Apps must be trusted before they can be opened. Please follow these instructions:

1. After installing the Scanner App, go to the iPad mini's Settings.
2. Select the GENERAL tab on the left and then select DEVICE MANAGEMENT or PROFILE on the right.
3. Select TRUST NU SKIN ENTERPRISES, INC. and then when prompted, select TRUST.

因為 Apple 操作系統的安全更改，App 必需被信任後才能打開。請遵循以下指引：

1. 安裝 S3 App 後，前往 iPad mini 的設定。
2. 選擇左邊的“一般”，再點擊右邊的“裝置管理”或“簡要介紹”。
3. 選擇 NU SKIN Enterprises ,Inc.並按“信任”。