



**THE OBSERV<sup>®</sup> 520<sub>x</sub>**

**GETTING  
STARTED  
GUIDEBOOK**

**SYLTON<sup>®</sup>**

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# Welcome to the **OBSERV**<sup>®</sup> Family

Dear Valued Customer,

Congratulations on your purchase of The Observ!

You are now part of a global community of skin experts who believe in the power of advanced skin analysis. At Sylton, we're dedicated to providing cutting-edge diagnostic technology that helps you make more informed skincare decisions.

The Observ was created by Walter Arkesteijn, a visionary inventor passionate about skin analysis. His background in engineering and interest in the skin led him to develop the Observ—a tool that reveals what the naked eye can not, enabling better treatment decisions. Sylton, founded by Walter, is now a leader in advanced skin analysis technology.

While Observ is a standout in our portfolio, Sylton has been providing tailored diagnostic solutions for over 25 years, helping skincare brands and cosmetics companies create science-backed experiences for their customers.

At Sylton, we believe knowledge is power. Our technology helps professionals and consumers make informed skincare choices, allowing you to visualize skin layers and address concerns before they become visible. Observ empowers you to offer personalized recommendations for healthier skin.

Thank you for choosing Observ! We look forward to supporting your skin analysis journey. Welcome to the future of skincare—Welcome to Observ.

Warm regards,

The Sylton Team



# Getting Started With the **OBSERV<sup>®</sup>520x**

Checklist

01

Watch Observ Setup & Activation Video 1

See page 15 for QR code link

02

See pages 5 & 6 for Visual Set-Up Instructions or Utilize the **Quick Set-Up Manual** booklet in kit for full set up instruction.

03

Do you have a compatible iPad for the Observ 520x app? (check on our website with QR code at bottom of page)

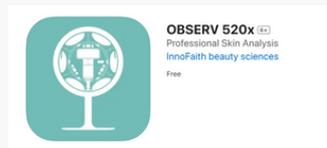
04

Configure your iPad:

- Connect to your company Apple ID
- Set up preferred email account on your iPad iOS Setting Settings > Mail > Account > Add Account

05

Download Observ 520x app onto the iPad



06

Follow instructions for [Software Set-Up & Activation of Lightmodes](#) on page 7 & 8

07

Utilize the **App Manual**, located in this welcome kit for understanding app features, customizing catalogue, proper capturing process, the analysis screen & sending skin report



# OBSERV® 520<sub>x</sub>

## Checklist

09

Watch Training Videos 2, 3 and 4 to learn how to take proper images with the Observ. See page 15

10

For capturing images, see visual on page 14 for correct and incorrect positioning of client.

11

Review instructional steps on page 9. 10 & 11 for Analyzing a First Time Patient & Follow up Consultation

12

Learn how to use the Aesthetic Analysis Features, capturing / analyzing Facial Expressions and Facial Harmony. See videos 6, 7 & 8 on page 16

(Aesthetic analysis - for injectors)

13

Learn about the 360 Light / Greylight in the Aesthetic Analysis in video 9. See page 16

(Aesthetic analysis - for injectors)

14

Utilize Sylton Connect to view clients images, personalize treatments and upload products in your own catalogue

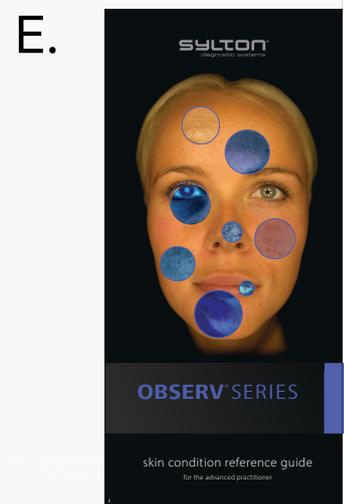
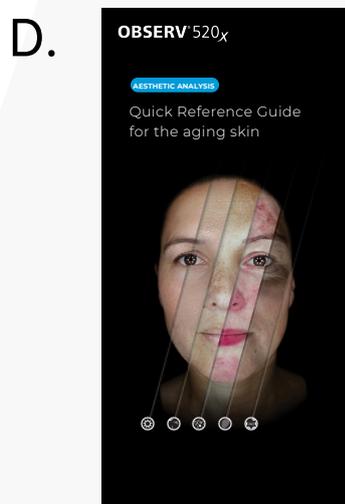
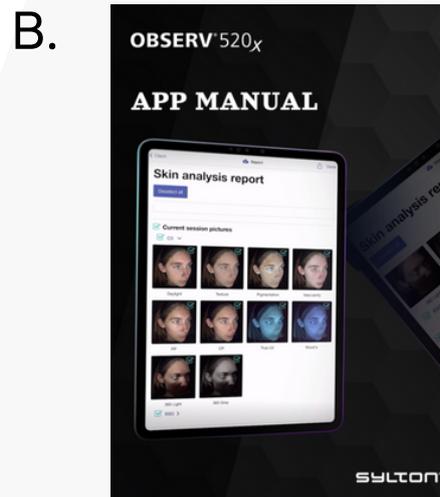
See page 12 to learn more.

15

Review Sylton's Recommended Protocol for Capturing Images & Cleaning after each use.

See pages 17 & 18

# Welcome Kit Documents



## A. Observ 520x Quick Set Up Manual:

Use the Quick Start manual for step-by-step instructions for unboxing the Observ and proper set-up. Includes instructions for the Universal Visor and getting proper placement for iPad.

## B. Observ 520x App Manual:

The app manual will provide the complete knowledge on installing the app correctly, utilizing catalogues effectively, the image capturing process, navigating the analysis screen and the report.

## C. Skin Diagnosis Reference Guide

Use this Guide to dive deeper into understanding the daylight, parallel polarized, cross polarized, True UV and Woods light modes.

## D. Aesthetic Analysis Reference Guide

Use this guide to understand the Aesthetic Analysis light modes which include: daylight, texture, pigmentation, vascularity and our 360 Light Technology.

## E. Skin Condition Reference Guide

This guide will help you better understand the clients skin conditions under the light modes while seeing how the lights are being reflected into the skin.

# Observ Set-up Instructions



1. Unbox the Observ 520x. Take out the boxes that contain the chinrest(s)\*, the iPad visor, the activation vouchers and the manuals.
2. Remove the cardboard and the protection bag, which doubles as a travel bag.
3. Assemble the mobile stand with the provided instruction manual.
4. Carefully pick up the barrel and place on the mobile stand as you see in the image with the two hooks facing the front.



5. Don't forget to remove the screen protection stickers from the display and the visor at the front



6. Move the iPad towards the back of Observ. Hook the visor in the top openings and tilt the visor to attach to the bottom of the device. Slide down the visor. When you hear a click, the visor is secured correctly.

7. Take the chinrest and carefully place it above the mount at the bottom of the Observ. Slide it into the barrel until it can't go any further. Secure it by tightening the screw.

8. Take the lightshade and hold it in front of Observ. The magnets will snap it on.

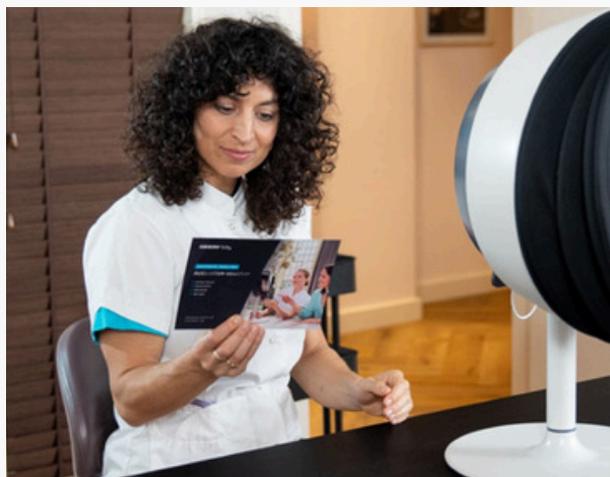


# Software Set-Up and Activation of Lightmodes

1. Make sure you have your business Apple-ID at hand or that you are logged in to your business Apple account as this email will be used to send the Skin Reports
2. Go to the app store to download the Observ 520x app.
3. Install the app on your iPad.
4. Open the app and register your company or clinic. If located in the US, we recommend you choose north virginia as your data location.
5. Register your first user by filling out the details. This user will be the admin. Do not forget to check the terms of service box to create your user account.
6. After registering a user, you'll get an email to confirm your registration and a request to choose a password for this user to your liking. Always select a password that is secure and that only you know.
7. You can now log in with the admin user account you've registered.
8. The next step is to pair your software with Observ. Open the Observ app. Go to 'settings' in the app and tap 'Device options'. Tap 'Pair new device'. You will get a notification 'Pair new device' on your iPad. Press the power button on the Observ once to pair. The notification message on your iPad will disappear if the device is paired properly.

9. Activate your Observ by using the vouchers. The activation codes can be found at the back and need to be redeemed to activate the light modes!

10. To redeem your voucher, go to 'Settings' in the app. Tap 'Device Options'. Tap on '+Redeem voucher code'. Fill out your code. A pop-up notification on the iPad will appear: 'Transfer products to device'. Press the power button on the Observ device to activate the light modes.



11. If you have multiple devices, you can check the lightmodes that are enabled for each device in the app. Go to 'Device Options'. Select the device accordingly and tap 'Products'.

12. Don't forget to activate your 1-year Synton Connect Services. This will take just a minute; all you have to do is fill out a few questions to set up your Cloud account.

13. Now, set up your own catalogues by clicking the three dots in the right corner of the home screen and choosing 'Catalogues'. You can add specific skin concerns, various treatments and skincare products you offer clients as part of their personalized treatment plans. You can customize the app to your liking by managing user roles in the settings menu and adding further company details, such as branding, products and treatments offered to build personalized treatment plans.

# Analyzing a First-Time Patient

1. Select 'new patient' in the Observ app.
2. Make sure the patient's face is clear of make-up, SPF or other skin care products. Clean if necessary, using micellar water and wait 20 minutes to let the skin barrier return to normal.
3. Place the headband and cape on your client.
4. Let the patient sit or stand right in front of the Observ and ask them to put their chin on the chinrest, using the Face Positioning System for the correct posture.



5. Check if the lightshade is closed correctly; no additional light should peek through.
6. Check if the patient is positioned correctly before capturing the images on the iPad. Ask the patient to keep still and not to blink. Press the camera button to capture the first series of frontal pictures.
7. If required, adjust the patient's positioning and the chinrest to take pictures in 40° and 90° angles, from both sides. Again, use the Face Positioning System to ensure the patient is positioned correctly.



8. Check whether the captured images are ok and if the patient did not move during the image capturing before approving the images. If they are ok, tap on the check mark to approve. If the images are blurry: redo the session.

9. To analyze the images, press 'Analysis' on the top right corner of the app.

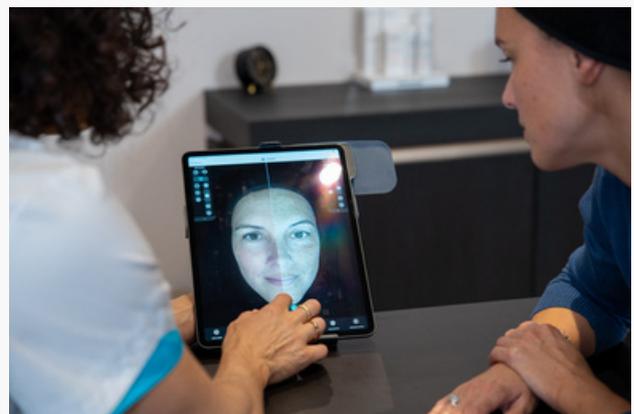
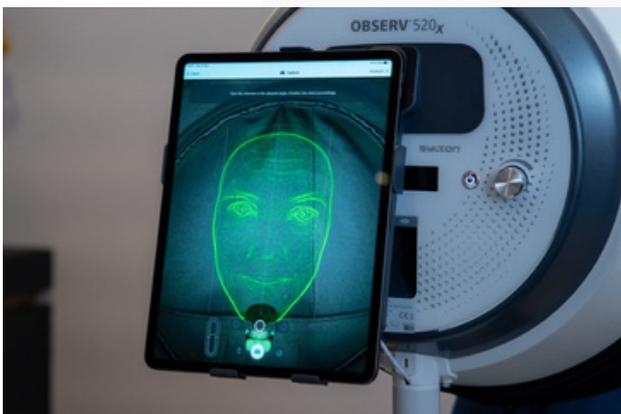
10. To save your pictures and add details to the patient's file, press 'Report'. Click on 'done' at the top right corner of the screen to fully save your report.

11. You can email the report to the patient, providing them with the recommended treatment plan and regimen at home.



# Follow-Up Consultation

1. Find the patient's file in the Observ app.
2. Make sure the patient's face is clear of make-up, SPF or other skin care products. Clean if necessary, using micellar water and wait 20 minutes to let the skin barrier return to normal.
3. Place the headband and cape on your client.
4. Select ghosting in the app. This function gives you the ability to make perfect before and after images.
5. Adjust the chinrest or seating height accordingly, using the ghosting outline to get the exact same position from a previous session.
6. Repeat steps 5, 6 & 7 as mentioned above in the instruction 'Analyze the patient for the first time'.
7. Compare previous images and track the patient's progress to determine the next steps in your treatment plan.



# SYLTON® CONNECT

Sylton Connect allows practitioners to streamline clinic operations while also enhancing client care.



- Sylton Connect offers a comprehensive online platform that allows users to instantly view patient images from any laptop or PC, ensuring seamless access to important visual data.
- Facilitate online consultations with the help of Sylton Connect, which enables professionals the options to engage with clients remotely.
- Any changes made to a patient session or Skin Analysis Report will be automatically updated on all systems through Sylton Cloud, ensuring that the most current information is always available.
- Users can easily upload products and treatments into Sylton Connect, while also taking advantage of Sylton's extensive Brand Library, which allows for effortless integration of products into a personalized clinic catalogue.



<https://connect.sylton.com/>

# SYLTON® CONNECT

## Brand Catalogue

Our Brand Catalogue, on Synton Connect, offers a seamless way to upload your clinic's products into your catalogue, streamlining the entire process. The platform's intuitive interface allows you to easily organize and update your offerings to suit your needs. Whether you're adding new products or refining your catalogue, our brand library ensures a smooth and effective experience for your clinic. Reference the app manual on how to use the Catalogue Manager.

Below is our list of current brands available:

AlumierMD	Neocutis
Biologique Recherche	Obagi
Biopelle	PCA Skin
Cosmedix	QMS
Dermalogica	Revision Skincare
DMK	Skin Tech
IMAGE Skincare	SkinBetter
iS Clinical	SkinCeuticals
Jan Marini	Toskani
Medik8	Ultraceuticals
Mesoestetic	ZO Skin Health
Murad	

Please Note: Synton cannot guarantee that the information in the catalog is completely up-to-date and accurate. Always refer to the supplier's website for the most current information. Our general terms and conditions apply to the use of the catalog

# Proper Positioning

✓ correct

✗ incorrect



# OBSERV<sup>®</sup> Training Videos

1. Setup & Activation: A Step By Step Visual for Observ Set-up



2. Analyzing the First Patient



3. Image Capturing Tips with Kelly



4. Skin Diagnosis and Aesthetic Analysis with Kelly Hermans



5. Analyzing Patient for Second Time



# OBSERV<sup>®</sup> Training Videos

## Aesthetic Analysis

### 6. Capturing Facial Expressions



### 7. Facial Expressions Features



### 8. Facial Harmony Features



### 9. 360 Light and Greylight for Aesthetic Analysis



### 10. How Kelly Hermans has Integrated the Observ into her Clinic



# Recommended OBSERV<sup>®</sup> Protocol

Establishing a protocol for your team will help establish a baseline of expectations when capturing images. Through the team having the same set of standards in place, you will see consistent Before & After images, therefore, creating a high-quality experience for your customers.

## CLIENT PREPARATION

1. Clients wear black headband to ensure hair/ highlighted hair is not in lighting and out of face.
2. Black cape is worn if client is wearing any color besides black
3. No makeup or sunscreen on client's face. (use Micellular water and cleansing products with NO active ingredients)
4. All jewelry and glasses are to be removed

## IMAGING CAPTURING PROCESS

5. Either 3 or 5 Image angles are taken for each session.
6. Image Ghosting is utilized for consistent Before & Afters.
7. Skin Diagnosis Consultation = eyes closed.  
Aesthetic Analysis Consultation = eyes open.

## HELPFUL TIP:

If it is the client's first-time taking images with the Observ, it would be recommended to first, take the lightshade off the Observ. From there, have your client get into the correct positioning on the chinrest with your assistance. Have them become aware of the **Face Positioning System** through tilting the head forward / backward in order to create a flushed line. After, kindly ask them to step back and place the lightshade back onto the Observ for them to get into the same positioning.

For example, see page 15 video 3, Image Capturing Tips with Kelly.

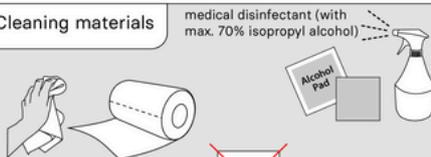
# Cleaning and Disinfection Protocol After Each Use

1. After each use, Observ should be cleaned and disinfected. Remove the lightshade and spray it with an alcohol-based cleaner and let air dry.
2. Clean the barrel of Observ on the inside with an alcohol pad or a soft, non-scratching cloth. Be extra careful when cleaning: do not touch the light emitters.

**OBSERV™**  
**Disinfection protocol**  
 After cleaning allow the disinfectant to evaporate between sessions. Use the device when all surfaces of the device are dry.

**Cleaning materials**

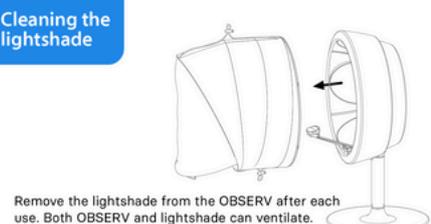
medical disinfectant (with max. 70% isopropyl alcohol)



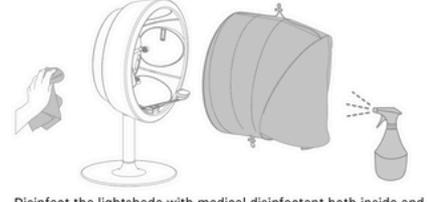
Soft non-scratching disposable cleaning towel

Do not use the provided microfiber cloth.

**Cleaning the lightshade**



Remove the lightshade from the OBSERV after each use. Both OBSERV and lightshade can ventilate.



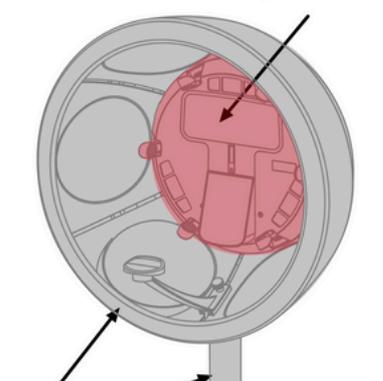
Disinfect the lightshade with medical disinfectant both inside and outside. Leave the lightshade to ventilate. Avoid pooling of liquids.

**Cleaning the device**

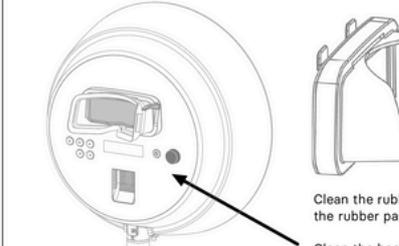
Use medical disinfectant to clean the iPad and visor.



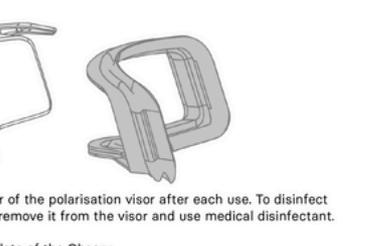
Be extra gentle while cleaning the parts in the red area.



All parts in grey can be cleaned using alcohol pads or the non-scratching cleaning towel moistened with medical disinfectant. Avoid pooling of liquids.



Clean the rubber of the polarisation visor after each use. To disinfect the rubber part remove it from the visor and use medical disinfectant.



Clean the backplate of the Observ.

# Safety Precautions

## Observ Use on Patients with Epilepsy

We understand the importance of ensuring our devices are used safely, especially when it comes to guests who may have photosensitive epilepsy. Because the slow frequency is generally not associated with photosensitive epilepsy, there isn't a formal warning in our guidelines. Below is more information on how the Observ 520x operates, why it's unlikely to trigger seizures, and what we recommend as precautions.

The Observ 520x uses multiple light sources that switch on and off at a very low frequency—not commonly linked to photosensitive epilepsy triggers. That said, individual triggers can vary widely, so we recommend showing the student exactly how the lights switch by doing a trial shoot with the light shade open first. This way, the patient can judge from a comfortable distance whether they feel okay with the light transitions before deciding to proceed.

In some cases, simply worrying about potential triggers can cause discomfort or anxiety, which may compound an individual's experience. However, safety and comfort are our top priorities, so we want to be transparent about how the device operates and encourage anyone with concerns to make an informed choice. If they have any doubts, it's best to err on the side of caution and avoid using the device.

## IMPORTANT SAFETY WARNINGS

- **Do not use the device on people with an abnormal sensitivity to (UV) light (e.g. photophobia) or people with abnormally sensitive eyes (e.g. after cataract surgery) that may need to avoid any source of UV light.**
- **Eye discomfort warning:** Some people may experience eye strain and temporary discomfort. A temporary condition which is caused by the difficulty of the human eye to focus in low light environments.
- **No serviceable parts inside:** the device should be serviced by authorized personnel only.
- **Do not touch the inside of the light and UV emitters**

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**SYLTON®**