

Instruction Guide for Scanning Process

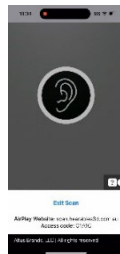
Use the front camera of your iPhone to capture three distinct images for both the left and right ears. Each image must be captured from the correct distance, angle, and location as directed by the visual, audio, and sensory cues provided by the app.

Tips for successful scan:

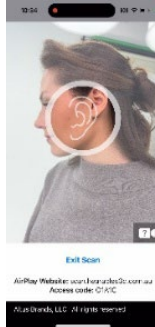
- Download the **Fen X Custom Ear Scanner** from the Apple App Store (see back page for details)
- If available, have another person take the photos (**Buddy Scan**). This is easier and faster than self-scan because the buddy can see the phone screen directly, instead of relying on the mirror screen which may have a slight lag. Tutorial videos are available on our web site at www.fenxcustom.com/support.
- **Start with the Left Ear:** A new scan will not begin if the camera is pointed at the right ear.
- **Move the camera slowly in small increments**
- **How to Hold the Phone (Buddy Scan):** Holding the phone with one hand and the front camera facing the target ear, stand on the opposite side of the person being scanned.
- **How to Hold the Phone (Self-Scan):** With the front camera facing your ear, grip the phone with your thumb and first three fingers, toward the bottom of the phone (below the camera). This allows you to more easily tilt the phone cameras in any direction as directed by the **Moving Circle** icon.
- **Mirror Screening for Self-Scanning:** When scanning yourself, set up a mirror screen to a second device to observe the scanning process. The web address is provided on the app.

Using the App to scan your ears:

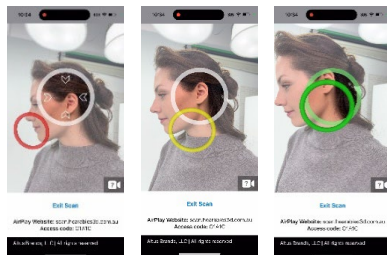
1. **Open the FenX app:** Follow instructions to scan a QR code, enter your name and watch the tutorial video. A **GREY CIRCLE WITH AN EAR SILHOUETTE ICON** will appear on the screen. This indicates that the app is ready to scan your ear.



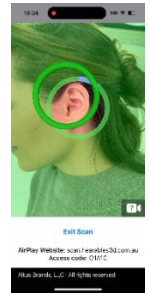
2. **Correct Position of your ear inside the circle:** The **EAR SILHOUETTE** will disappear from the **GREY CIRCLE** when the camera is pointed at your **LEFT** ear and the ear is within the circle. **CRITICAL STEP! Maintain ear position:** Always keep the camera pointed at the ear, with the ear positioned inside the circle.



3. **Capture the Reference**
 - Start with the camera pointed at your ear and your arm extended, keeping the ear inside the **GREY CIRCLE**.
 - Slowly move the phone toward your ear with the camera a few degrees in front of and level with your ear. A red **MOVING CIRCLE** will appear.
 - Adjust the phone's position until the **MOVING CIRCLE** overlaps the **GREY CIRCLE** and both circles are the phone is near the position to capture the **Reference Image**.
 - The **MOVING CIRCLE**'s color indicates whether your camera is correctly positioned:
RED: Not overlapping.
YELLOW: Almost overlapping.
GREEN: Correct.



4. **Capture the Reference Image (Confirmation):** When the two circles overlap correctly (**GREEN**), you will hear a camera shutter sound, feel a small vibration in your phone, and the screen will flash green. Congratulations! You've captured the first photo (Reference Image)!



5. **Capture Remaining Images (6 inches from camera to ear):** Follow the app's prompts for the remaining photos.
 - The screen icons will direct you how to position the camera for the next two images. Each image is taken 6 inches from the ear.
 - The second image starts with the camera level with and perpendicular with the ear.
 - The third (final) image is taken with the camera level with and slightly behind the ear. If you have difficulty moving your hand behind your ear you can try rotating your head while holding the camera steady.

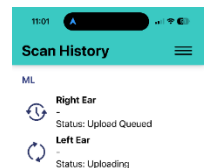
6. **Switch Ears:** Once the left ear scan is complete, the app will indicate that you are ready to scan the **RIGHT EAR**.



7. **Scan Complete:** Once both ears are scanned the screen will read: **SCAN COMPLETE**.



8. **Image Processing:** Please allow some time for the images to process. The app will indicate whether the processing was successful. **DO NOT DISCONNECT FROM THE APP UNTIL THE IMAGE PROCESSING IS COMPLETE. This may take a few minutes.**



Visual, Audio, and Haptic Cues Explained

Understanding these cues will help you achieve a successful scan:

1. **Grey Fixed Circle:** The target ear must always be positioned in the center of this circle to capture an image. The appearance of this circle is not dependent on the phone's distance from the ear.
2. **Multi-color Moving Circle:** This circle guides you to obtain the correct distance, angle, and location of the camera relative to the ear.
3. **Ear Icon:** Visible only when the target ear is *not* positioned inside the **Fixed Circle**.
4. **Circle with Four Directional Arrows:** Indicates that you need to move the camera closer or further away. Arrows pointing outward mean move further away; arrows pointing inward mean move closer.
5. **Intermittent Moving Arrow:** Indicates the direction the camera must move to bring the **Moving Circle** back onto the screen if it disappears.
6. **Color Change (Red to Yellow to Green):** As the **Moving Circle** approaches the correct position and angle, it will change color from Red to Yellow and finally to Green when correctly positioned. Hold the camera steady until you hear the camera shutter click.
7. **Green Flash:** Indicates a completed image capture.
8. **Camera Shutter:** Audio confirmation of a completed image capture.
9. **Vibration:** The vibration increases as the camera angle gets closer to the correct position for image capture.
10. **Advancing Blue Color on the Shaded Grey Fixed Circle:** The grey fixed circle will turn partially blue with each successful image capture. When the entire circle is blue, the image capture for that ear is complete.
11. **Shape of the Circle:** If the **Moving Circle** appears oval, the camera angle is incorrect. Tilt the camera to change the oval shape back to a circle.

Troubleshooting

1. **Trouble Capturing the First (Reference) Image?** Try these techniques:
 - Extend your arm directly perpendicular to the ear (at the same height) and move slowly closer.
 - Keep your head steady throughout the process. Remember, the correct distance is 8 inches from the ear.
2. **How to Capture Images After the Reference Image:** From the Reference Image location (approximately 8 inches, slightly above and forward of the ear), move the camera slightly back and more perpendicular with the ear.
3. **Moving Circle Icon Looks Oval and the Camera Won't Capture an Image:** Adjust the tilt of the camera (clockwise, counterclockwise, up, or down) until the oval becomes a circle.
4. **Can I Stop Mid-Scan Without Losing Progress?** Yes. You will not lose completed images if you set the phone down or point the camera away from the ear. You will *only* lose completed images if the app is disconnected.
5. **Self-Scanning: Images on Screen Move in the Opposite Direction:** All movements are mirrored. If the **Moving Circle** appears to the left of the **Fixed Circle**, move the phone to the right, and the **Moving Circle** will move left. If this is confusing, you can turn off the mirror screen option.
6. **Cannot Capture Any Images:**
 - A "Buddy Scan" is generally easier.
 - If self-scanning, contact customer service for guidance. They may ask for your **Access Code**.
7. **Write Down the Access Code Before Starting Your Scan:** You'll need this number to allow customer service to assist you with your scan by remotely viewing your scanning process.
8. **The Moving Circle is Jumping Around on the Screen:** Use slow, micro-movements. The **Moving Circle** may appear to bounce due to mirror screen latency. Avoid chasing the **Moving Circle** too quickly.

Downloading the App



- The Fen X app is only available through the Apple App Store.
- Search for “**Fen X Custom Ear Scanner**” or scan the QR code below:



<https://apps.apple.com/us/app/fen-x-custom-ear-scanner/id6747654952>



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