



## USER GUIDE

### INTRO

Congratulations on becoming the proud owner of the iTovi® Scanner™ with Bluetooth® technology. The iTovi Scanner is the cornerstone of iTovi's highly functional and innovative medical products group and is quickly becoming one of the most widely recognized galvanic skin response scanners on the market today. The iTovi Scanner allows scans to be done FREE of cords in conjunction with the iTovi smartphone/ tablet app. This mobility provides freedom and ease of use while working with clients.

iTovi has been creating innovative solutions for accurate, objective measurement since 2014, with the introduction of our original iTovi Scanner (ITS15). Since then, we have seen the demand for our product grow globally. iTovi's products have developed a reputation for innovation, excellent quality, ease of use, and long lasting accuracy and reliability. Our highly satisfied customers include you and users worldwide.

We understand the value of customer feedback. Our customers provide us with many of our best product improvement ideas, as well as exciting new measurement applications. As you have comments and suggestions, we'd love to hear from you. Please e-mail us at support@iTovi.com.

In the meantime, we hope you enjoy using your iTovi Scanner with Bluetooth technology immediately, and for many years to come. For more information on all of our innovative medical and wellness products, please visit us at [www.iTovi.com](http://www.iTovi.com).

### OVERVIEW

The iTovi Scanner combines galvanic skin response and Bluetooth technologies to generate personalized product evaluations. The small handheld device uses two points of contact for passing small electrical currents through the skin to measure the body's resistance. The passing currents then induce a measurable response from the body. The iTovi Scanner uses a proprietary algorithm, organizing the data from the body's responses and compiles that information into an individualized report.

This unique, mobile, handheld device is battery operated, weighs approximately 4oz (113 g), and is ergonomically designed to fit comfortably in the palm of your hand. The iTovi Scanner sophisticated technology was developed to achieve its high degree of accuracy and reliability.

The scan displays information in the iTovi app. At the conclusion of the scan, the app will show an individualized report, which you can send to the users.

The iTovi Scanner was designed to meet all of the FDA regulatory and quality requirements as a wellness evaluator device and is considered a medical device in the USA. However, the iTovi Scanner is not designed to diagnose, monitor, or treat any illnesses.

We hope you enjoy your iTovi Scanner experience.

### DESCRIPTION

Thousands of health-minded individuals use the iTovi Scanner. The iTovi Scanner uses galvanic skin response technology, providing customers with individualized information when choosing nutritional products, oils, and supplements.

### HOW SUPPLIED

The iTovi Scanner comes with:

- iTovi Scanner
- User Guide
- Rechargeable Li-ion Battery
- Wall Pack Power Supply Charger

### WARNINGS AND PRECAUTIONS:

- Use only a factory supplied wall pack power supply, charger. Use of another charger may result in electrical shock or equipment damage.
- iTovi Scanner devices are not intended for use while attached to the wall-pack power-supply charger. Never attempt to operate the instrument while connected to the charger as electrical shock or damage to the scanner may occur.
- The iTovi Scanner device is not waterproof. Keep the scanner dry. Do not immerse the iTovi Scanner device or accessories in water.
- Scanner contains a rechargeable lithium-ion battery. Do not remove the battery.
- Discontinue use of any product if skin irritation develops.
- The iTovi Scanner is a precision device and should be treated with care. Do not drop, bang or hit or cause other impacts to the scanner.
- Not recommended for use in extreme temperatures.
- Do not dispose of iTovi Scanner device in a fire. The iTovi Scanner device contains a lithium-ion battery.
- The iTovi device does not contain any hazardous materials. For proper disposal instructions, consult your local waste management facility. Recycling should be used where available.
- Making any modifications or using any accessories not explicitly approved by iTovi, LLC may void the warranty as well as reduce immunity to electromagnetic interference, or increase electromagnetic emissions, and result in improper operation.

### GETTING STARTED

#### INSTALLING THE APP

- The iTovi Scanner can be used on either an iOS or Android Operating system. Go to the app store and download the iTovi app.
- After installing the iTovi app, there will be an iTovi icon on your smartphone or tablet.
- Once installed, follow the instructions on the app for setting up your device.
- Each time the iTovi Scanner app opens, it attempts to sync with iTovi's secured servers. To sync your device, connect to the Internet. During the sync, your app will encrypt your session files and copy them to iTovi's secured servers as a backup. This backup ensures that your information from clients and sessions are still available if you open your app on another smartphone or tablet. Or, if you have a smartphone/tablet crash, this backup will allow you to restore your data. Additionally, the installed app will download any updates to the software during the sync.
- Note: You do not need to be connected to the Internet to use the iTovi app. However, the software does need to sync to iTovi's secured servers at least once every 30 days to verify that your subscription is still active.
- After the sync, you will be prompted to log in with your iTovi ID email and Password.

### PERFORMING A SCAN

#### APP MAIN MENU

- Read all instructions before use.
- The iTovi Scanner app main menu is the first screen you see after logging in. The main menu includes six options to choose from: Add Client, View Clients, View Products, Settings, Me (view personal profile), and Referrals.
- Add Client - Click New Client to begin a scan with a new client whose information has never been entered into your iTovi Scanner app.
- View Clients - Search and click a Client to initiate a scan with an existing client.
- View Products - Allows you to select which products will appear in the report after a completed scan.

### ADDING NEW CLIENTS

The first time you see a client, you will need to create a new client profile and enter their personal information before you can begin the scan.

1. On the main menu, click New Client.
2. Enter the client's information in the appropriate fields. You must enter the required information to save and continue.
3. Once you have entered the required information, you can click the Next arrow to proceed to additional pages that give you the options to add billing and shipping addresses and notes about the client.
4. Once the required information has been input, click Submit to begin the scan.

### RETURNING CLIENTS

To begin the scan on a returning client, you must first locate and click on the Client Name.

1. On the apps main menu, click Scan Client.
2. Enter the client's name in the search field.
3. Matching client names will appear below. If there is more than one matching name, click each name to view the client's phone number and email address to verify that you are selecting the correct client.
4. When you have found the client you wish to scan, click on the Client's name and contact information.
5. Select the product(s) the customer wants to scan for.
6. Hit the scan button, and the iTovi Scanner will begin scanning.

### STARTING A SCAN

Once you have selected the client, choose with products, or product categories the customer wants to be scanned for, then click Scan.

If the product company loaded on your smartphone/tablet iTovi app has created product categories, you will be prompted to select the categories that you wish to include in the scan. Selected categories will be checked. You can choose one or more categories, or click All Products to select all. Click Continue to proceed.

Note: If the product company loaded on your iTovi scanner app has not created product categories, then this section will be bypassed.

Hold the scanner with the exposed metal touching the palm and thumb of the hand.

The scan includes an instructional video or slideshow that plays when the scan begins. The video explains the iTovi Scanner and helps the client to understand the meaning of the iTovi Scanner results better.

Instruct the client to keep their hand on the device until the scan is complete.

### THE iTovi SCANNER REPORT

When the scan is complete, results display on the iTovi report.

The top of the report includes the name of the client and the date of the scan, followed by the listed products. At the end of the report appears the product descriptions of the recommended products and common uses for each product. You can highlight products by clicking the Star in the bottom right corner of the product description.

#### Adding Report Customization

If you would like to customize the report, there are a few options you can make, such as what information shows up on the scan report.

#### Emailing the Report

We recommend you email the report to clients, so they have a copy.

You can email a report to your client by clicking the Email icon in the top right of the screen.

Note: To email the report, you must first set up your email within the app.

#### Ending a Scan

When you are done viewing the report, you can email or close out of the screen. You will automatically return to the main menu.

## LOW BATTERY INDICATOR

Blinking LED lights on the handheld device indicates that the iTOVi Scanner battery power may be low. You should charge the battery before your next scan.

## CHARGING THE BATTERY

- To charge the battery, plug the supplied charging cable into the handheld device. The USB portion of the cord should only plug into the provided wall adapter.
  - An LED light will display a blinking light while charging. Once completed, the light will turn off.
- Note: The scanner will not work while it is plugged in.
- If you store the device longer than 30 days, check battery power level and recharge the battery before using (if necessary).

Caution: Only use provided power supply accessories.

## STORAGE AND TRANSPORTING

The iTOVi Scanner comes in a hard-sided protective box. It is recommended to keep the device in this box while transporting or not in use. Store the scanner in a cool, dry location.

## SERVICE, MAINTENANCE, AND CLEANING

Your iTOVi Scanner is built to provide long-lasting, reliable service. As with any precision instrument, use with care. Do not drop it or bang it on hard surfaces.

You can clean the iTOVi Scanner exterior surface with a soft, damp cloth. We recommend that you periodically inspect your unit for wear and proper functioning.

Caution: Do not immerse iTOVi Scanner or accessories in water or other fluids or liquids. The device warranty does not apply for water damage.

## DEVICE DISPOSAL

Used devices should be disposed of in the same manner as other electrical waste products that contain a lithium-ion battery.

Device complies with: IEC 60601-1-2:2014 (EMC)

IEC 61000-4-2 (2008)

IEC 61000-4-3 (2006), A1:(2007), +A2:(2010)

IEC 61000-4-8 (2009)

CISPR 11 Emissions Class B (2009), +A1:2010

Radiated Emissions Conducted Emissions

FCC Part 15B

## TECHNICAL ASSISTANCE:

For further assistance, contact iTOVi at:

phone: 877-483-3748

[www.iTOVi.com](http://www.iTOVi.com)

[email: Support@iTOVi.com](mailto:Support@iTOVi.com)

## USE LIFE

The iTOVi Scanner is designed to provide long-lasting, reliable service. Improper use, dropping, or mistreatment of the scanner will likely shorten its functioning Use Life.

## WARRANTY

The iTOVi Scanner is warranted for one (1) year from the time of purchase. If the iTOVi Scanner fails to operate because of a defect in materials or quality at any time within one (1) year of the purchase date, it will be replaced free of charge by iTOVi, LLC (return shipping not included). Extended warranties are available at an additional nominal fee.

If you wish to purchase an extended warranty after the purchase of your iTOVi Scanner, there is a 30-day grace period to buy an extended warranty package. Contact iTOVi, LLC directly for more information.

## WARRANTY REGISTRATION

To ensure your warranty is purchased, please complete and mail, or fax your warranty card to iTOVi LLC at (877) 483-3748. Or visit [www.iTOVi.com](http://www.iTOVi.com) to register your warranty information online. Please save proof of your original purchase date, such as your sales slip, invoice, credit card voucher, or canceled check to establish the warranty period.

This warranty applies to the original purchaser.

Some states do not allow the exclusion or limitation of incidental or consequential damages, in which case the exclusions and limitations may not apply. This warranty gives specific legal rights, and may also have other rights, which vary from state to state. To determine the legal rights in your state, consult your local or state consumer affairs office or State Attorney General.

## CUSTOMER SERVICE REPAIRS

Customer satisfaction is essential to iTOVi. We are happy to assist with questions, problems or issues on any iTOVi product you may own. Our business has grown with excellent product quality and customer satisfaction. Our full-time customer service representatives are available from 7:00 am to 4:30 pm MST at (877) 483-3748 to meet your needs. You can also contact iTOVi online regarding your customer service issue by emailing us at [support@iTOVi.com](mailto:support@iTOVi.com).

This radio transmitter has been approved by Industry Canada to operate with the antenna types listed with the maximum permissible gain indicated. Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or experienced radio/TV technician for help.

## iTOVi Scanner™ SPECIFICATIONS

TABLE 1: Device Parameters	
Power Parameters	
Power source:	3.7 Volt Lithium Ion Rechargeable battery
Battery Pack:	Rechargeable Lithium-Ion
Battery Charger:	100 – 240 VAC, 1.0A, 50-60Hz Input 5VDC 1A Output Charge Time: Two(2) hours RF output ~ 1 milliwatt
Operation Use Time	2 weeks
Power Output during scan:	3-4 microwatts
Scan (Duty) Cycle	~2-3 minutes
Bluetooth® Range	10 feet, 3 meters from receiver, indoor environment
Dimensions and Weight	
Width:	1.3 inches (3.3 cm)
Length	3.1 inches (7.8 cm)
Depth:	1.0 inches (2.5 cm)
Weight:	1.4 oz (40 g)
Operating Conditions	
Ambient Temperature:	5C – 40C
Relative Humidity:	45-75%
Transport and Storage	
Ambient Temperature:	0C to 45C
Relative Humidity:	45-75%
General Info	
Type B Applied Parts	
IPX0 Rating	No Protection Against Harmful Ingress of Water:



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