



Smart Mirror, Smarter Beauty

HiMirror Mini

FAQ



Makeup Skincare Fitness

01 What exactly is HiMirror Mini?

HiMirror is the first smart mirror to utilize innovative skin analysis technology, allowing it to analyze your skin, track its progress, and provide recommendations based on its condition. When making recommendations, HiMirror also looks at external factors affecting your skin, such as local weather. The inclusion of other beauty tech features like My Beauty Box fully makes HiMirror your personal beauty consultant. With HiMirror Mini, your experience is taken to the next level through the addition of third-party apps; stay connected to beauty communities through social media and become your own beauty expert by learning about product ingredients through SkinSafe.

02 Where should I install my HiMirror Mini?

HiMirror Mini must be installed near a power outlet, in a location with stable Wi-Fi. HiMirror Mini is designed for placing on any flat surface; ideal locations are dressers, vanities, and tabletops. Please refer to Quick Start Guide for more details on the recommended installation environment.

03 How do I install my HiMirror Mini?

Place your HiMirror Mini on a flat surface near a power outlet, in a location with stable Wi-Fi. No further installation is needed.

04 How to enable Alexa on HiMirror Mini

Enabling Alexa takes just a few quick steps.

Please view this tutorial video. <https://www.youtube.com/watch?v=6C6KDYkZoyw>

05 Could someone hack into my HiMirror Mini and steal my information? Could someone hack into my HiMirror Mini's camera and see me through it?

No, there is no way for anyone to hack into your HiMirror Mini or its camera. Our firmware is embedded with an encrypted key for each individual device, and HiMirror Mini uses biometric locks (facial recognition and voice recognition) to ensure ONLY YOU are able to retrieve your information and data. In addition, there is a manual cover on the camera that cannot be activated remotely.

06 How do I add a new user?

Tap the upper left icon and select "Add user".

Your new user can add an existing account or register a new one.

07 How do I upgrade my device to have the latest version and newest features?

HiMirror Mini automatically downloads available updates when connected to a network.

You will be prompted to confirm the installation when the download is complete.

08 Can the analysis and report provided by HiMirror Mini be exported?

No, there is no export function.

09 How do I read the skin report on HiMirror Mini?

The skin report is an overview of your skin condition, based on your most recent measurement. It is categorized by various factors such as pores, dark spots, wrinkles, etc. The percentages indicate the surface area of the detected factors divided by the surface area of the facial features circled in your analysis photo, e.g. cheek, chin, forehead, etc.

10 How to Use Makeup Studio on HiMirror Mini

Please view this tutorial video.

<https://www.youtube.com/watch?v=ZE6Lti3yOGw>

11 How to Use Makeup light & freeze function on HiMirror Mini

Please view this tutorial video.

<https://www.youtube.com/watch?v=Anq1Qwlfm3E>

12 What skin factors are measured by HiMirror Mini? And what do they mean?

Dark Spots

The black or dark spots on your face, also known as hyperpigmentation. Hyperpigmentation comes in many forms, shapes and sizes, from acne marks to age spots, as well as sun spots and melasma.

Red Spots

Red spots are red areas that caused by the capillary expansion of the skin surface, appearing when the skin is sensitive, inflamed or thinned. Improper skin cleansing and care, sun exposure, allergies, immune system disorders, hormonal disorders, acne, eczema, and skin aging can all lead to red spots.

Pores

The openings at the top of our hair follicles that can appear as small pits on the skin's surface when enlarged. Enlarged pores are due to the enlargement of pilo-sebaceous openings by plugging sebum, surrounded by aged sagging skin.

Wrinkles, Fine lines, Roughness

- Wrinkles are substantial ridges or furrows on a skin surface.
- Fine lines are fine ridges or furrows on a skin surface.
- Roughness are tiny skin grooves and skin ridges on a skin surface. This texture is often minute enough that it is not seen by the naked eye, but is noticed by touch.

Dark Circles

Dark circles are deep coloring underneath the eyes. They occur when the blood vessels surrounding the eyes become engorged. Puffy eyelids or eye bags can also cause dark under-eye circles by casting shadows on the area.

Complexion

Complexion is descriptive of skintone. HiMirror has assigned numeric values to a gradient of skintones.

13 What is the difference between guest mode and member mode?

Member mode is when the HiMirror Mini is signed into a user account. The user has all access to HiMirror functions, historical data, and 3rd party apps. While on Guest mode, the device is limited to HiMirror functions (Skin Analyzer, HiSkin, Body&Fitness, and Makeup Studio) with no information storing.

14 My mirror doesn't have Instagram, Facebook, YouTube.

Third party apps are available only when a user is signed in and not on guest mode. If you do not see the apps, make sure you are signed into a user account and that the HiMirror has the most current software version installed.

15 Why won't my HiMirror Mini turn on?

1. Check that the power cable connector is properly inserted in HiMirror Mini.
 2. Check the connection to the AC power outlet.
 3. Re-insert the power cable at each end and press the power button. Contact customer service if the problem persists.
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16 How do I re-set the HiMirror Mini connection when the Wi-Fi router was switched or the password is changed?

Enter the HiMirror Settings page, select your WiFi, and perform the necessary changes.

17 The HiMirror Mini is not recognizing my product barcode.

1. Confirm your HiMirror Mini has a strong and stable WiFi connection. If the connection drops, the barcode might not be able to be scanned.
 2. The barcode might be unclear or damaged.
 3. Move the product forwards or backwards, so that the barcode is aligned with the lens and fills the scan indicator frame.
 4. My Beauty Box may not recognize your product. Please follow the onscreen instructions to take a photo of it and select its use.
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18 What should I do if I fail to log in using voice or face recognition on my HiMirror Mini?

1. Please reboot HiMirror Mini and try again.
 2. If you fail to log in again, please click the "Email" icon when the error message pops up and use your HiMirror account to log in. After logging in, we suggest you to reset your voice/face recognition data. You can do so by going to Settings --> Preference Settings --> Change login data.
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19 I can't figure out how to sync the app with the HiMirror Mini.

Please note that the HiMirror app is not compatible with the HiMirror Mini. The app is intended for the non-touchscreen devices.

If you experience any problems with the HiMirror, please contact customer service team through the following ways:

- Request Technical Support through our website: http://bit.ly/Support_ticket
- Call our customer service line at 855-999-3348. Lines open Monday-Friday, 9AM-7PM EST.
- Amazon Buyer-Seller Messaging system.



www.himirror.com

