

How to Record Videos with an Assistant

Submitting video(s) allows us to make a 3D digital model of your head and get very precise measurements. This process will take some time to complete. Please be patient and don't rush. Follow the instructions carefully so your video allows us to capture the measurements we need to make a hair system that fits you as precisely as possible.

If you currently wear a hair system, you will need to submit three (3) specific videos. If you don't wear a hair system, you'll need to upload two (2) videos. If you have no growing hair, you'll only need to record one (1) video. *Gather* will prompt you to create the videos we need.

If you decide this is too challenging and prefer to take your measurements manually please return to *Gather*, go to the **Menu** under **Fitting**, and choose **Measurement Options**.

If you need help or have any questions about the supplies, please don't hesitate to contact us and speak with a hair replacement consultant.

Supplies

An assistant

Your assistant will need to hold the video camera steady while slowly walking around you.

Well-lit room

Choose a room with ample lighting and space for your assistant to walk around you.

A chair

The chair must not spin or move. The back of the chair cannot cover your neck.

Video camera device

A smart phone, tablet or anything with great video quality will work.

Measurement tool

A ruler that is not shiny or transparent. If you don't have a ruler, you can also use the measurement tool at the end of these instructions.

T-shirt

Any crewneck or V-neck shirt will work. We need a clear view of your entire neck.

Wide elastic headband

Approximately 6 cm wide. You do not need this if you have very sparse or no hair at all.

Printer

If you don't have the right kind of ruler, you'll need to print the measurement reference tool found at the end of these instructions.

How many videos do you need?

There are very specific instructions for recording your videos correctly. When you press the *Start Now* button in *Gather*, you will be guided through the recording and uploading procedure for each video that is required. You can record your videos in any order you choose, as long as you complete each one.

If you currently wear a hair system, you will be required to upload three (3) videos:

1. Video with hair system attached
2. Video with hair system removed
3. Video with hair system removed and headband on

If you do not wear a hair system, you will be required to upload two (2) videos:

1. Video showing natural hair
2. Video with headband on

If you have no growing hair, you will be required to upload one (1) video of your head and shoulders as described on the following pages.

Setup

Prepare for recording by following these steps:

1. Well-lit room

No moving objects in the background, including a TV

2. Assistant and camera

Assistant should be standing 3 feet (1 meter) away from you/chair at all times

Camera should be pointing down at you at all times

3. T-shirt

You must wear a t-shirt (no collar) so your neck is fully visible

4. Other

Remove glasses and jewelry

Remove hair system or put on headband if required



Headband Positioning

The purpose of the headband is to compress your hair so we can virtually measure around your head. For videos that require the headband, please position it in the following way before recording:

1. Place the headband over your head, compressing your hair down under it. Please do not allow any longer hair to cover the headband. The headband should be flat and smooth all the way around your head.
2. Align the front of the headband on your forehead, with the bottom edge sitting at the top of your eyebrows.
3. On each side, the bottom edge of the headband should be placed where your ear connects to your head.
4. The back of the headband should cover your occipital bone, once the front and sides are positioned properly.



Record

1. Sit in your chair

Sit still, in an upright position. You should look straight ahead and your head shouldn't be tilted up or down.

2. Relax your face

Do not smile for the camera.

3. Hold the ruler/measurement tool

Hold the ruler tightly to your chest in a horizontal position near your collarbone (clavicle).

4. Assistant presses "Record" on camera

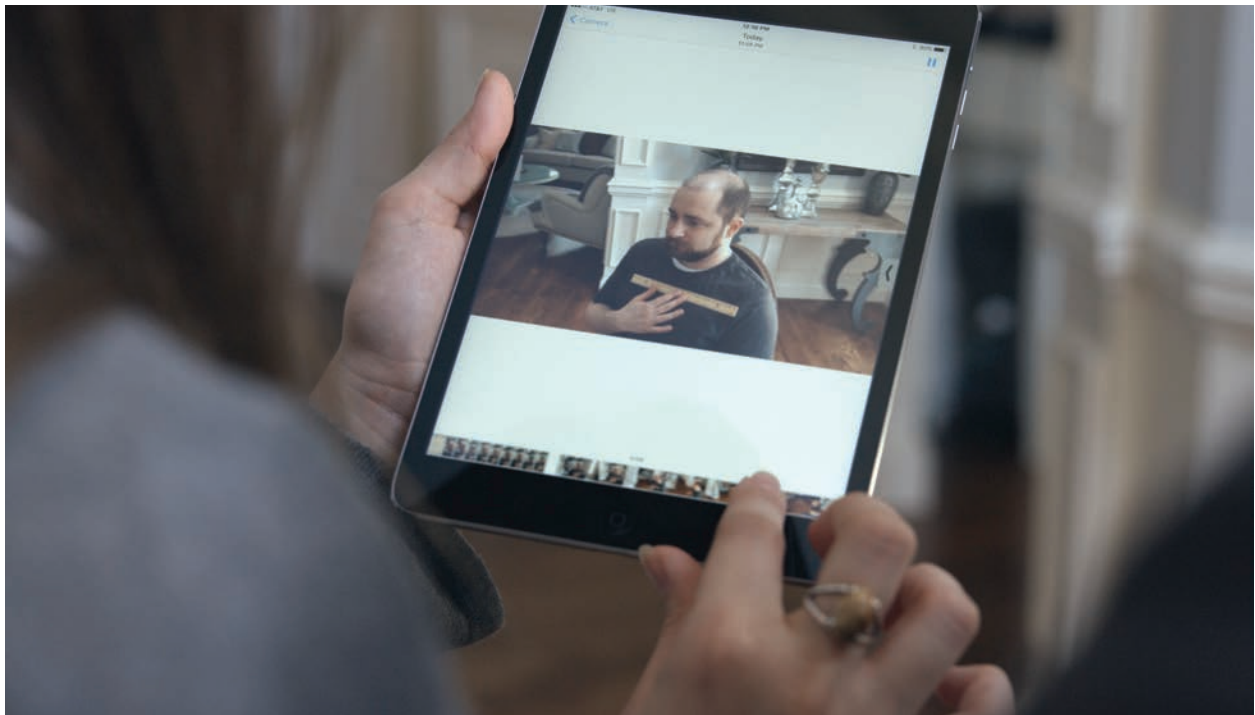
Your assistant should begin recording at 3 feet/1 meter in front of you, then walk slowly around you and maintain that distance. When they've completed one full 360° rotation, stop the recording.



Review and upload your video

Before uploading your video, please check to make sure it meets the following criteria:

- Your head and shoulders are on-screen during the entire rotation.
- Your measuring tool is visible during the frontal view.
- You are well-lit in the video.
- There are no moving objects in the background.

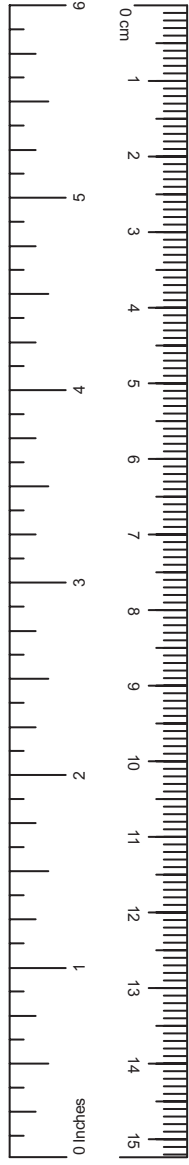


Once you have a successful video, return to *Gather*, go to the **Menu** under **Virtual Measurements**, and choose **Upload Instructions**.

What happens next?

Our team will convert your videos to a 3D model of your head. This will allow us to get precise measurements for your hair system.

If we have any questions or problems with your video, a hair replacement consultant will let you know. You will always have the option to submit another video, or take manual measurements.



Hold here

Fold 3

Fold 2

Fold 1

Cut here ✂

Cut here ✂

Measurement Reference Tool

1. Using scissors, cut along the black lines.
2. Fold the paper up and back from the cut edge toward the ruler, along the gray lines.
3. Using one hand, hold the folded edge where indicated and do not bend the paper. Keep it as flat as possible.