

GIA Match iD™

USER GUIDE

SCIENTIFIC INSTRUMENTATION BY GIA



GIA®

IMPORTANT!

READ THIS USER GUIDE BEFORE SETTING UP AND USING THIS PRODUCT



CAUTION!

Risk of electrical shock

The instrument should be used in the manner specified by manufacturer. Using the instrument in any other way may result in electrical shock.

Spray and moisture can cause an electric shock or hardware damage. DO NOT use the GIA Match iD™ instrument where it is likely to be affected by moisture or spray of fluids. Improper cabling can cause injury or a shock. DO NOT let anything rest on the power cord. DO NOT locate the GIA Match iD instrument where people will walk on the cord. When routing the cord, try to make rounded bends rather than sharp ones that can kink the cord.

Unstable positions can cause serious damage to the GIA Match iD instrument or personal danger, if it falls. DO NOT put the GIA Match iD on an unstable cart, stand, or table. Always position the GIA Match iD instrument so that it is easy to operate and disconnect the instrument (power supply cord plug).

ACTION IF FAULT OCCURS

A fault can cause electric shock or injury. Unplug the GIA Match iD instrument from the power outlet and contact qualified service personnel if the following conditions occur:

- The power cord or plug is damaged or frayed
- Liquid has been spilled into the GIA Match iD instrument
- The GIA Match iD instrument has been exposed to water



CAUTION!

Environmental

For indoor use only. Use only in a dry location.

Input: AC 100-240V, 0.5A

HZ: 50 and 60 kHz

Working Temperature: 10 to 35°C (50°F to 95°F)

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For translated versions of the user guide, visit [GIA.edu/MatchIDSupport](https://www.gia.edu/MatchIDSupport)

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General Information

The GIA Match iD™ is an inscription viewing instrument that, when paired with the GIA App, can match a diamond to its GIA digital grading report using Artificial Intelligence (AI) technology. It is equipped with a high-definition camera, proprietary lighting filter technology and preset magnification that allow users to view a diamond's GIA laser inscription. The GIA Match iD can then transmit the image to the GIA App where it is captured and analyzed. By analyzing the physical characteristics of the diamond inscription along with the inscription number, the GIA App is able to match the inscription image to its corresponding grading report in the GIA database, thus confirming that the diamond is accompanied by an authentic GIA grading report.

How to Use the GIA Match iD

Review the videos showing how to use the GIA Match iD at [**GIA.edu/MatchIDSupport**](https://www.gia.edu/MatchIDSupport)

Diamond Size Requirements

The GIA Match iD can view the inscription of a diamond that is up to 12 carats in size. To be eligible for inscription matching, the diamond needs to be a certain size and graded after a certain date. See the below table for details.

Approximate Size Requirements		
	Minimum Carat Size (ct)	Maximum Carat Size (ct)
Inscription Viewing	.15	12
GIA App Matching*	.15	1.99

***Only natural diamonds with GIA Diamond Dossier reports dated on or after February 22, 2022 are available for matching.**

GIA Match iD™ Parts List



Setting Up Your GIA Match iD™

1. Plug instrument into the power source; the USB-C power input jack is found on the back of the instrument.
2. Turn the instrument on by pressing the power button.
3. Press the Wi-Fi button to connect your mobile device to the GIA Match iD.
A screen saver will appear on the LCD screen when the Wi-Fi is turned on and the GIA Match iD is connected to a mobile device. The LCD screen can be used to view the inscription when the mobile device is not connected.



Power
Input Jack

On/Off
Power
Button



Wi-Fi Off

Wi-Fi
Button



Wi-Fi On

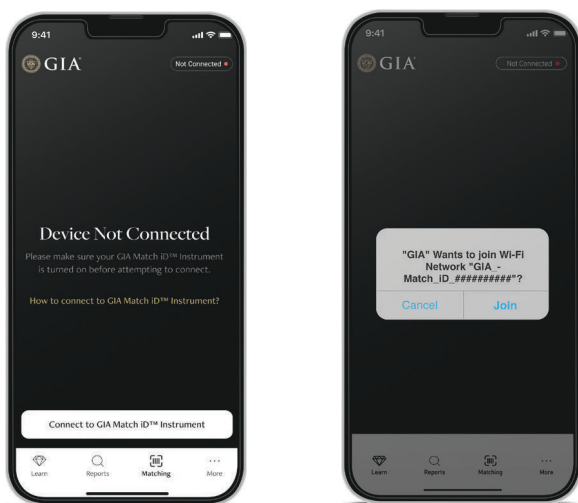
Connecting the GIA Match iD™ to the GIA App

1. With the GIA Match iD Wi-Fi button turned on, open the GIA App from your mobile device and select the Matching function from the bottom menu.



2. Press "Connect to GIA Match iD Instrument" and after the device is finished searching, select the Wi-Fi name that matches your instrument, ex. **GIA_Match_iD_#####**

IMPORTANT: The unique Wi-Fi name for your GIA Match iD can be found on the bottom of the instrument.



3. When the device is connected, the app will show what is appearing on the GIA Match iD camera, and the status bar in the upper right of the screen will turn green and display, "Device Connected."

IMPORTANT: You will need to reconnect to the Wi-Fi if the instrument is turned off or the app is closed.

4. If the screen says "Device Not Found", refer to the Troubleshooting section, under **Wi-Fi**.
5. Once the app is connected to the GIA Match iD, you can set up your diamond for matching.

IMPORTANT: Only one mobile device at a time should be connected to a GIA Match iD instrument. Connecting multiple devices to a single GIA Match iD could cause a lag in display and performance.

Selecting a Diamond Stage



Glass Stage



Double-Sided Cone Stage



Double-Sided Jewelry Stage

Overview of Stages		
Stage Name	Type of Diamond	Suggested Use
Glass Stage	Loose Diamonds	Any loose diamond; this is the recommended setting as it ensures the girdle is horizontal when viewed with the GIA Match iD™, creating a better image for inscription matching
Double-Sided Cone Stage	Loose Diamonds	Any loose diamond, particularly fancy cut
Double-Sided Jewelry Stage	Mounted Diamonds	Rings

Loose Diamonds

Choose the most appropriate platform with the stage that provides the best positioning for the diamond and allows for the best view of the inscription.

1. Fit the rotating platform onto the GIA Match iD™'s stage platform
2. Turn on the Halo light source.
3. Using tweezers, place the diamond as follows:
 - Glass Stage – table-down

IMPORTANT: When placing stones on the glass stage, ensure it is placed in the center of the crosshair target engraved on the surface of the stage.

- Cone Stage – table-up

IMPORTANT: If the inscription appears upside-down, use the Image Flip button located on the GIA App screen to rotate the image to the proper orientation.



Glass Stage
table-down



Cone Stage
table-up

4. If using the double-sided cone stage, choose the side best suited for the size of the diamond. The double-sided cone stage is recommended for fancy cut stones.



Mounted Diamonds

1. Separate the glass stage mounting from the base to fully reveal both sides of the jewelry holder.
2. To separate, rotate the glass stage, counterclockwise.



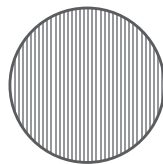
3. Choose the side best suited for the size of the mounted diamond and fit the rotating platform onto the GIA Match iD™ 's stage platform.

IMPORTANT: Prongs may prevent the ability to view the full inscription.



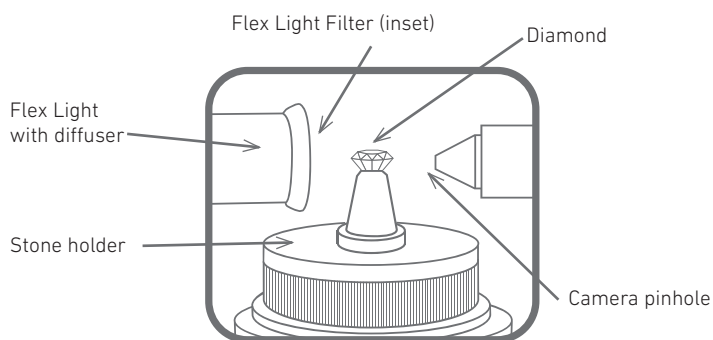
Using the Flex Light

The Flex Light can assist with illuminating the inscription, especially when looking at fancy-cut stones. It is best to position the Flex Light so that the diamond is in between the camera and the light, and to keep the lines on the filter positioned so that they are vertical. See illustrations below.



Flex Light Filter Orientation

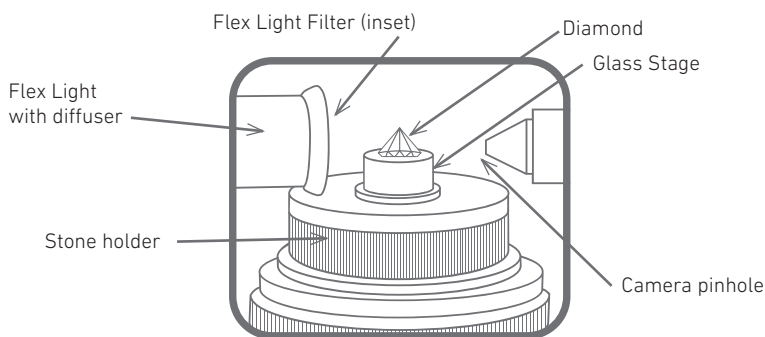
Ideal position of Flex Light for Cone and Jewelry Stages



Side View

Please keep the distance to be very close to a given sample (~3mm distance).

Ideal position of Flex Light for Glass Stage



Side View

Please keep the distance to be very close to the glass stage.

Capturing an Inscription Image for Matching

While viewing the diamond on the app screen, use the stage height adjustment and rotating platform features to move the diamond girdle and inscription into view.

REMINDER: If the inscription appears upside-down, use the Image Flip button in the app to rotate the image to the proper orientation. Images must be right side up for matching purposes.



Rotates Stage
Right and Left

Raises and
Lowers Stage

- Use the camera focus dial to sharpen the inscription view.
- If girdle area is dirty, refer to **Spot Cleaning and Problematic Faceting**.
- If needed, turn on the additional Flex Light using the Flex Light Dial. Position and/or adjust the additional lighting to achieve the best contrast/view of the inscription.
- Center the focused inscription image in the middle of the screen.

Camera Focus Dial





Press the white round button on the screen to capture the focused inscription image.



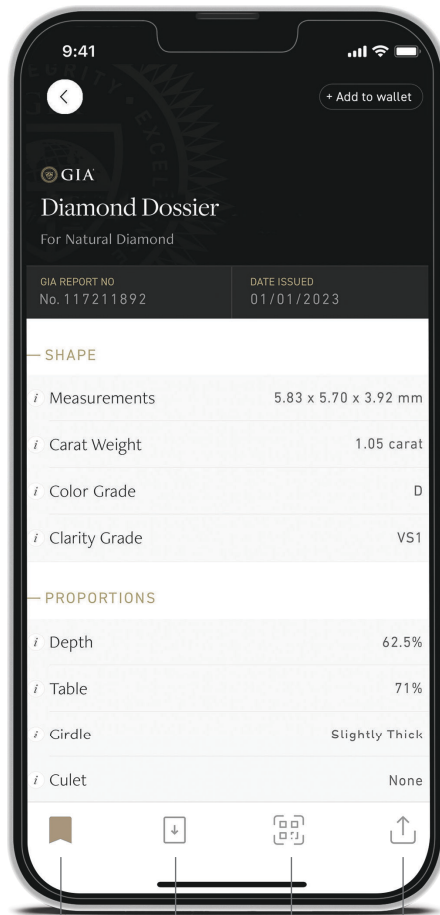
If the inscription is clear and in focus, press "Process Image." Otherwise press "Retake Image" and adjust the GIA Match iD™ settings.



Once a match is found **"Inscription Matched. Report Found."** will appear on screen. If a report is not found, please note only natural diamonds with GIA Diamond Dossier reports dated on or after February 22, 2022 are available for matching. For more information, please visit [GIA.edu/MatchIDSupport](https://www.gia.edu/MatchIDSupport)

Viewing and Sharing Reports

Once a report is successfully matched, it will appear on screen and provide several options for saving and sharing the report.



Save in
GIA App.

Download
report to
your mobile
device.

QR Code so
that another
mobile
device
can view
the report.

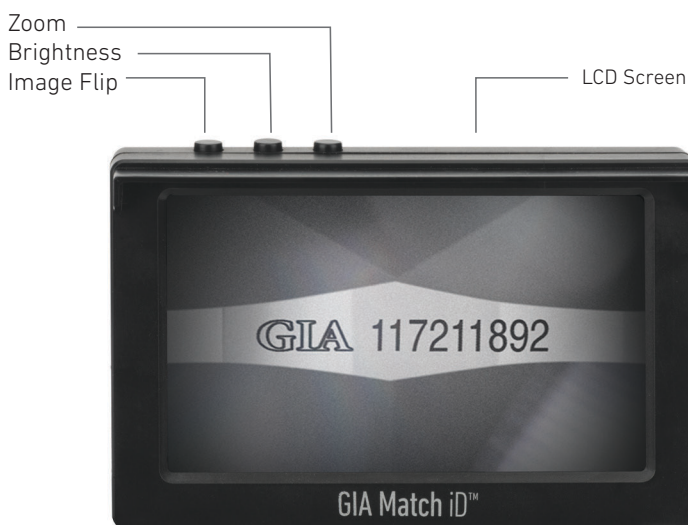
Share the
report via
text, email
or other
apps.

Viewing a Diamond Inscription with the LCD Screen (View Only)

When the GIA App is not being used with the GIA Match iD™ instrument, the diamond inscription can be viewed on the instrument monitor.

Use the buttons at the top to adjust the view.

- **Image Flip:** Rotate the image 180 degrees
- **Brightness:** Adjust the brightness of the image
- **Zoom:** Zoom in and out of the image



IMPORTANT: In this mode, the inscription will not be able to be matched, just viewed.

Spot Cleaning and Problematic Faceting

Every diamond should be cleaned before it is viewed in the GIA Match iD™ by doing the following:

1. For the cone stage, use tweezer tips to gently secure the diamond in the stage. Do not apply much pressure on the stone.
2. Use a dry applicator (soft-tipped swab) or applicator lightly moistened with isopropyl alcohol to clean the area while viewing on the screen
3. For the glass stage, remove diamond with tweezers and use a dry applicator (soft-tipped swab) or applicator lightly moistened with isopropyl alcohol to clean the area. .

IMPORTANT: The diamond's girdle must be completely clean and free of debris before attempting to capture an image.

Due to faceting or other surface inconsistencies on some diamond girdles, it may be difficult to achieve a completely focused view of the inscription. Use a soft applicator to tip the diamond slightly in order to get the most legible view of the inscription.



General Error Messages and Troubleshooting

Wi-Fi

If the GIA App fails to connect with the GIA Match iD™, go to your device Settings. Click on Wi-Fi. The mobile device should recognize the GIA Match iD Wi-Fi name, **GIA_Match_iD_#####**, where **#####** is the unique GIA Match iD name found on the bottom of the instrument.

Image Quality

There are several error messages you may receive regarding the quality of the image taken. See below for how to solve each:

- **The image is out of focus:** Please ensure the image is in focus using the focus dial on the GIA Match iD instrument and try again.
- **Please increase the brightness of the image and try again:** If imaging a darker colored stone, apply a side illumination using the flex light.
- **The inscription is not centered:** Please align the inscription with center of the screen and try again.
- **The image is too saturated:** Please reduce the brightness of the Halo or Flex light by turning the power dial down and try again.
- **The image is too dark:** Please increase the brightness of the Halo or Flex light by turning the power dial up and try again.
- **The image has the wrong orientation:** Please flip the image to appear right side up by using the Image Flip button on the GIA App.
- **The image contains traces of dust:** Please clean the stone girdle. If traces of dust remain, please clean the camera lens with a clean, dry cloth or an air blower.

For all other problems related to software and hardware please contact **Technical Support** listed below.

Frequently Asked Questions

For FAQ's related to the GIA Match iD and the GIA App, visit [GIA.edu/MatchIDSupport](https://www.gia.edu/MatchIDSupport)

Technical Support

For technical support please contact:

GIA (Gemological Institute of America)
The Robert Mouawad Campus
5345 Armada Drive
Carlsbad, California 92008
USA
Tel: +1 760 603 4200
Email: instrumentsupport@gia.edu

Before sending the GIA Match iD™ for repair, please contact GIA Instruments to obtain a Return Material Authorization (RMA) number and any other instructions.

Maintenance

Cleaning the Optical Focusing Lens

Use a rubber air blower to gently clean the optical focusing lens.

Important: Do not use canned compressed air to clean the optical focusing lens.



Ordering Parts

Please visit the GIA store website at store.GIA.edu to see parts available for purchase.

Return Information

Packing

Packing materials are specifically designed to provide maximum protection for your GIA Match iD™ during transport. In the unlikely event of needing repairs or service, it is important that you save packing materials to use when returning your GIA Match iD.

Before returning any product, please contact GIA at **+1 760 603 4200** or email instrumentsupport@gia.edu for a Return Material Authorization (RMA) number.

Warranty and Terms

LIMITED WARRANTY

Subject to the exclusions, limitations and conditions set forth below, GIA warrants to the original purchaser of the GIA Match iD™ instrument that it will be free from defects in material and workmanship (each a “defect” and a GIA Match iD instrument with a defect is said to be “defective”), when subjected to normal, proper and intended usage by properly trained and informed users, for twelve (12) months from the date of shipment of the GIA Match iD instrument to the original purchaser (the “Warranty Period”).

Consumable components, such as lamps, tubes, filters, liquids and batteries are guaranteed for 30 days.

LIMITATION OF USE

The result from using the GIA Match iD instrument should not be considered analogous to or a substitute for information provided by GIA on a GIA Report and should not be represented or interpreted as the opinion of GIA.

GIA DOES NOT WARRANT THAT THE GIA MATCH ID IS ERROR-FREE OR WILL ACCOMPLISH ANY PARTICULAR RESULT.

SOLE AND EXCLUSIVE REMEDY

For any defective GIA Match iD that is returned to GIA by the original purchaser during the Warranty Period in compliance with the process specified below, GIA will, at GIA’s option, request that the manufacturer repair or replace the defective GIA Match iD™ instrument. A replacement may be a new or refurbished GIA Match iD™ instrument, at the sole discretion of GIA or the manufacturer, and any such replacement will continue to be subject to the warranty provided by the manufacturer, if any.

THE FORGOING REMEDY SHALL BE THE SOLE AND EXCLUSIVE REMEDY IN THE EVENT OF A DEFECTIVE GIA MATCH ID.

EXCLUSIONS FROM THE LIMITED WARRANTY

A GIA Match iD will not be deemed defective and neither the manufacturer nor GIA will have any obligation to repair or replace a GIA Match iD instrument as a result of any one or more of the following: (i) normal wear and tear, (ii) accident, disaster, or event of force majeure, (iii) misuse, fault, or negligence of or by any user or other person, (iv) use of the GIA Match iD instrument in a manner for which it was not designed, (v) causes external to the GIA Match iD instrument such as, but not limited to, power failure, electrical power surges, exposure to fire, water, other liquids, excessive humidity or temperature, (vi) improper storage or handling of the GIA Match iD instrument, or (vii) use of the GIA Match iD in combination with equipment or materials not supplied by GIA.

ANY MAINTENANCE, REPAIR, OTHER SERVICE, MODIFICATION, ALTERATION, OR OTHER TAMPERING WITH THE GIA MATCH ID (INCLUDING BUT NOT LIMITED TO OPENING OR ATTEMPTING TO OPEN THE GIA MATCH ID™ INSTRUMENT OR ANY PART OF THE GIA MATCH ID) THAT IS PERFORMED BY ANY PERSON OR ENTITY OTHER THAN GIA WITHOUT GIA'S PRIOR WRITTEN APPROVAL, OR THE USE OF ANY REPLACEMENT PARTS NOT SUPPLIED BY GIA, SHALL IMMEDIATELY VOID AND CANCEL ALL WARRANTIES WITH RESPECT TO THE AFFECTED GIA MATCH ID INSTRUMENT.

GIA MATCH ID WARRANTY CLAIM PROCESS

If the original purchaser of the GIA Match iD instrument believes that it is defective, then the original purchaser will promptly contact GIA technical service at +1 760 603 4200 or instrumentsupport@gia.edu. The original purchaser will provide to the GIA customer service representative the product model and serial number (if applicable), the date of purchase, and details of the alleged defect. In addition, if requested by the GIA customer service representative, the original purchaser will also provide to the GIA customer service representative additional information regarding the alleged defect and the use of the GIA Match iD instrument. After (a) GIA's review of the information provided by the original purchaser, (b) GIA confirming that the Warranty Period has not yet expired, and (c) GIA's belief that the GIA Match iD is likely defective, GIA will provide the original purchaser a Return Material Authorization ("RMA"). An RMA may include specific handling and labeling instructions and the original purchaser will comply with such instructions.

If the GIA Match iD instrument is returned to GIA without an RMA or without the proper handling and labeling, the delivery of the GIA Match iD instrument may be refused by GIA.

After receipt of an RMA from GIA, the original purchaser may return the allegedly defective GIA Match iD instrument to GIA to the address specified by the GIA customer service representative with all shipment and insurance costs prepaid by the original purchaser. If the GIA Match iD instrument is being returned within the 30-day period after the original shipment of the GIA Match iD™ instrument to the original purchaser and it is in fact defective, then GIA will reimburse the original purchaser the reasonable shipment and insurance costs. If the GIA Match iD instrument is being returned more than 30 days after shipment of the GIA Match iD instrument to the original purchaser and the GIA Match iD is in fact defective, then GIA may, in its discretion, reimburse the original purchaser the reasonable shipment and insurance costs.

Any returned GIA Match iD must be packaged in the original packaging or in packaging that is described in the RMA or is otherwise approved in advance by GIA and which adequately protects the GIA Match iD during shipment to GIA. Any loss or damage to the GIA Match iD that occurs during shipment to GIA will be at the original purchaser's sole risk.

If the returned GIA Match iD is defective, then GIA will provide one of the remedies set forth above. Replacement parts included by GIA in a repaired GIA Match iD may be new or refurbished, at the discretion of GIA. All parts that are replaced shall become the property of GIA.

Shipment to the original purchaser of the repaired or replacement GIA Match iD™ shall be at GIA's cost and expense. Any loss or damage to the GIA Match iD that occurs during return shipment by GIA to the original purchaser will be at GIA's sole risk.

If GIA determines that a GIA Match iD returned to GIA is not defective or is not covered by the limited warranty set forth above, the original purchaser shall pay or reimburse GIA for all costs of investigating and responding to such request at GIA's then-prevailing time and materials rates, including but not limited to the cost of shipping the GIA Match iD back to the original purchaser.

If GIA provides repair services or replacement parts that are not covered by the limited warranty, the original purchaser shall pay GIA for such services and parts at GIA's then current rates and prices.

DISCLAIMER OF ALL OTHER WARRANTIES

EXCEPT FOR THE LIMITED EXPRESS WARRANTY SET FORTH ABOVE, GIA, ITS SUPPLIERS AND ITS LICENSORS AND MANUFACTURERS MAKE NO OTHER REPRESENTATIONS, WARRANTIES, GUARANTEES OR CONDITIONS, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, WRITTEN OR ORAL, WITH RESPECT TO THE GIA MATCH ID OR WITH RESPECT TO THE RESULTS THAT WILL OR WILL NOT BE ACHIEVED USING THE GIA MATCH ID. THE GIA MATCH ID IS PROVIDED "AS IS". ALL IMPLIED WARRANTIES ARE HEREBY DISCLAIMED, INCLUDING WITHOUT LIMITATION ALL IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT OF THIRD PARTY INTELLECTUAL PROPERTY RIGHTS, AND ANY WARRANTIES ARISING FROM COURSE OF DEALING, USAGE, TRADE OR ANY OTHER MANNER.

LIMITATION OF LIABILITY

TO THE FULL EXTENT PERMITTED BY APPLICABLE LAW, NEITHER GIA NOR ANY OF ITS SUPPLIERS OR LICENSORS OR MANUFACTURERS SHALL BE LIABLE TO THE ORIGINAL PURCHASER OR ANY OTHER PERSON OR ENTITY FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, RELIANCE, OR PUNITIVE DAMAGES, LOST REVENUES, PROFITS OR BUSINESS, OR THE COST OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES ARISING FROM OR RELATED TO THE GIA MATCH ID, THE USE OF THE GIA MATCH ID, OR THE RESULTS OR OUTPUT FROM THE GIA MATCH ID, EVEN IF AN AUTHORIZED REPRESENTATIVE OF GIA IS AWARE OF OR IS ADVISED OF THE POSSIBILITY OR LIKELIHOOD OF ANY SUCH DAMAGES OR AMOUNTS.

TO THE FULL EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL GIA'S TOTAL CUMULATIVE LIABILITY TO THE ORIGINAL PURCHASER OR ANY OTHER PERSON OR ENTITY ARISING FROM OR RELATED TO THE GIA MATCH ID, THE USE OF THE GIA MATCH ID, OR THE RESULTS OR OUTPUT FROM THE GIA MATCH ID EXCEED

THE PRICE PAID TO GIA FOR THE GIA MATCH ID OR IF NO PURCHASE PRICE WAS PAID TO GIA, THEN THE SUM OF ONE HUNDRED U.S. DOLLARS (US\$100).

THE TERMS IN THIS SECTION (LIMITATION OF LIABILITY) AND IN THE SECTIONS RELATED TO THE WARRANTY MADE BY GIA (INCLUDING BUT NOT LIMITED TO REMEDIES, WARRANTY EXCLUSIONS AND WARRANTY DISCLAIMERS) SHALL APPLY (A) TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, (B) REGARDLESS OF THE NATURE OF THE CLAIM OR THEORY OF LIABILITY, WHETHER BASED ON BREACH OF CONTRACT, TORT (INCLUDING, WITHOUT LIMITATION, STRICT LIABILITY AND NEGLIGENCE), BREACH OF WARRANTY, OR ANY OTHER THEORY OF LIABILITY, AND (C) EVEN IF A LIMITED REMEDY FAILS OF ITS ESSENTIAL PURPOSE. SOME STATES DO NOT PERMIT THE LIMITATION/EXCLUSION OF DAMAGES IN CERTAIN CIRCUMSTANCES AND SO PORTIONS OF THE FOREGOING LIMITATION/EXCLUSION OF DAMAGES MAY NOT APPLY IN ALL CIRCUMSTANCES.

THE TERMS IN THIS SECTION (LIMITATION OF LIABILITY) AND IN THE SECTION ENTITLED "SOLE AND EXCLUSIVE REMEDY" ARE AN ESSENTIAL BASIS OF THE BARGAIN BETWEEN THE PARTIES.

If you have any questions concerning use and care of your product, available accessories, or service, please call +1 760 603 4200, or toll free +1 800 421 8161 (U.S. only). You may also fax to +1 760 603 4262, or toll free +1 888 421 7728 (U.S. only). Or please write to GIA, World Headquarters, The Robert Mouawad Campus, 5345 Armada Drive, Carlsbad, CA 92008, USA. Don't forget to visit our website at GIA.edu for customer support service and our catalog online for the latest available products and accessories.

FCC Warning Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. 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 an experienced radio/TV technician for help.

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.

RF Exposure Statement

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance of 20cm the radiator your body. This device and its antenna(s) must not be co-located or operation in conjunction with any other antenna or transmitter.



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