

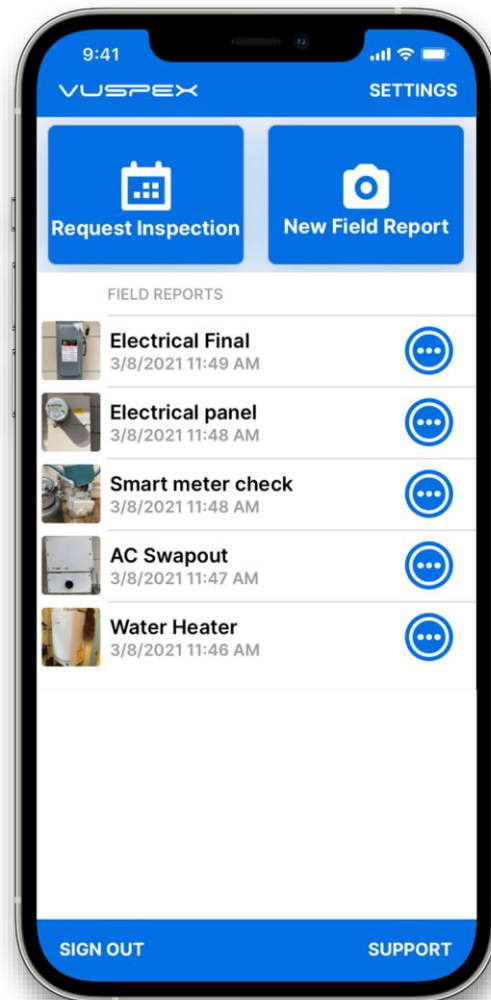


VUSPEX GO

USER GUIDE FOR CONTRACTORS AND HOMEOWNERS

VuSpex GO is an iOS & Android mobile app for Contractors and Homeowners located at the inspection site. The app enables you to:

- Create an offline field report and send it to the inspector
- Request an inspection directly from the app.





Before Getting Started

Things to know

- [Download the VuSpex GO app](#) to your phone.
- Create a VuSpex User account.
 - From the [VuSpex GO app](#)
 - From the [User portal](#)

Get VuSpex GO on your device

iOS (iPhone, iPad)

- Tap the App Store icon
- Search for '**VuSpex GO**'
- Tap the GET button



Android (Smartphone)

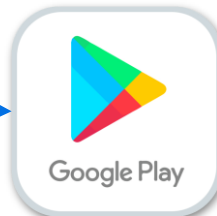
- Tap the Play Store icon
- Search for '**VuSpex GO**'
- Tap the Install button



Use the app store on your phone to get the app.



App Store icon



Google Play Store icon

Not sure how to do this?

- Talk to your IT Department or have a technical person help you.



Sign in

1. Launch the VuSpex GO app

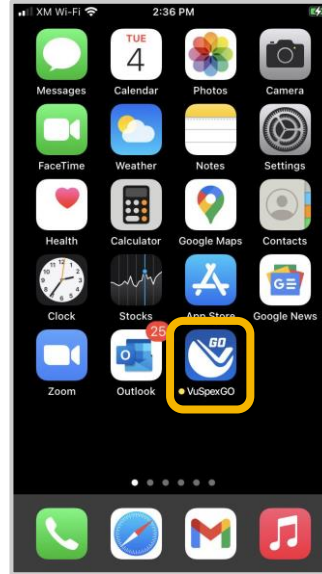
- Tap the icon

2. Sign-in

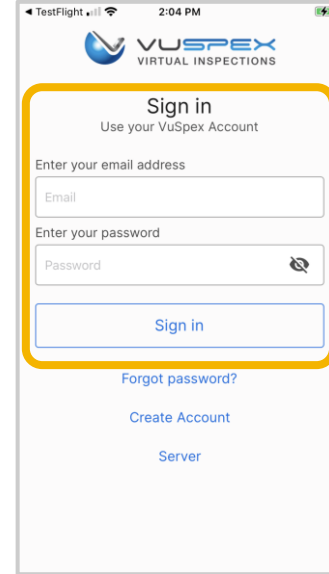
- Enter your VuSpex User account credentials. Same as the VuSpex APP.

3. Allow permissions

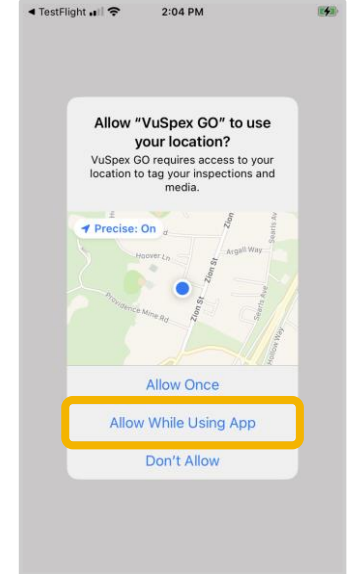
- Tap 'Allow While Using App'



1. Launch App



2. Sign in

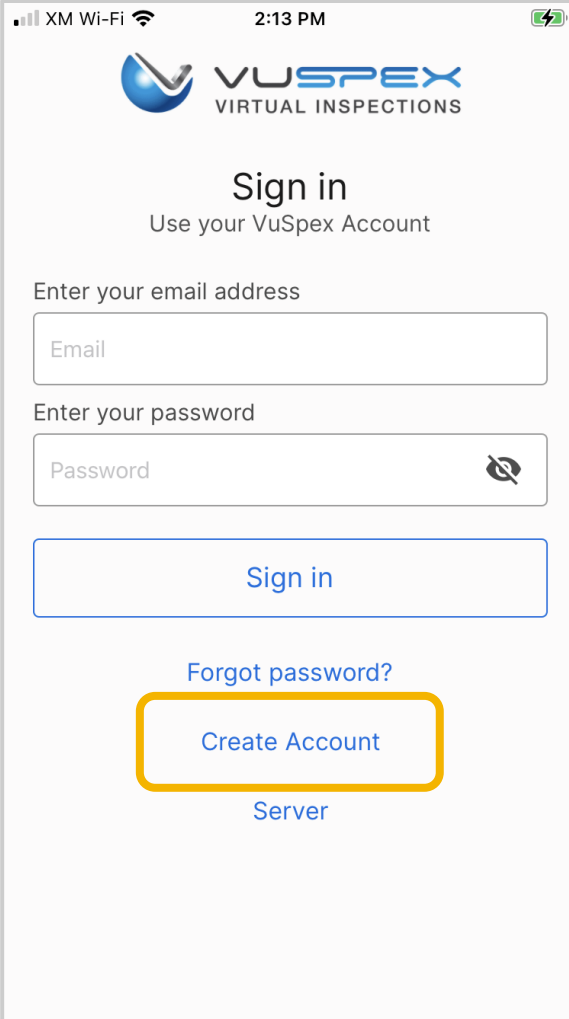


3. Allow permissions


Create an Account

If you do not already have a VuSpex User Account:

- Tap 'Create Account'
- Follow the steps to create a new account
- Sign in



XM Wi-Fi 2:13 PM


 **VUSPEX**
VIRTUAL INSPECTIONS

Sign in
Use your VuSpex Account

Enter your email address

Email

Enter your password

Password 

Sign in

[Forgot password?](#)

Create Account

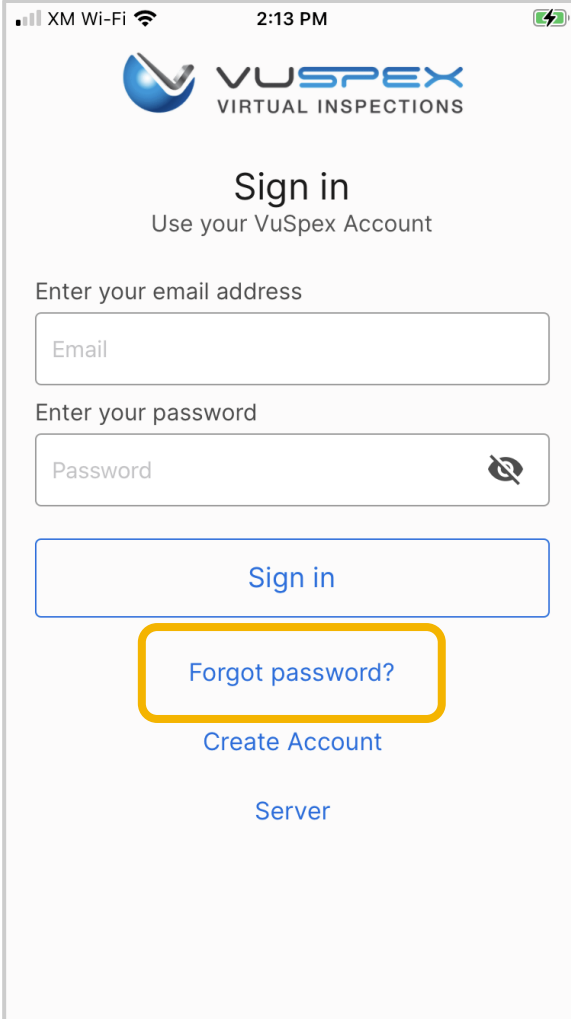
[Server](#)



Forgot password?

If you have a VuSpex User Account, but forgot your password:

- Tap 'Forgot password'
- Enter the phone number for your VuSpex Account
- Enter the 'One time code'
- Enter the new password
- Confirm the password
- Tap 'Reset Password'
- Sign in



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VUSPEX
VIRTUAL INSPECTIONS

Sign in
Use your VuSpex Account

Enter your email address

Email

Enter your password

Password

Sign in

Forgot password?

Create Account

Server

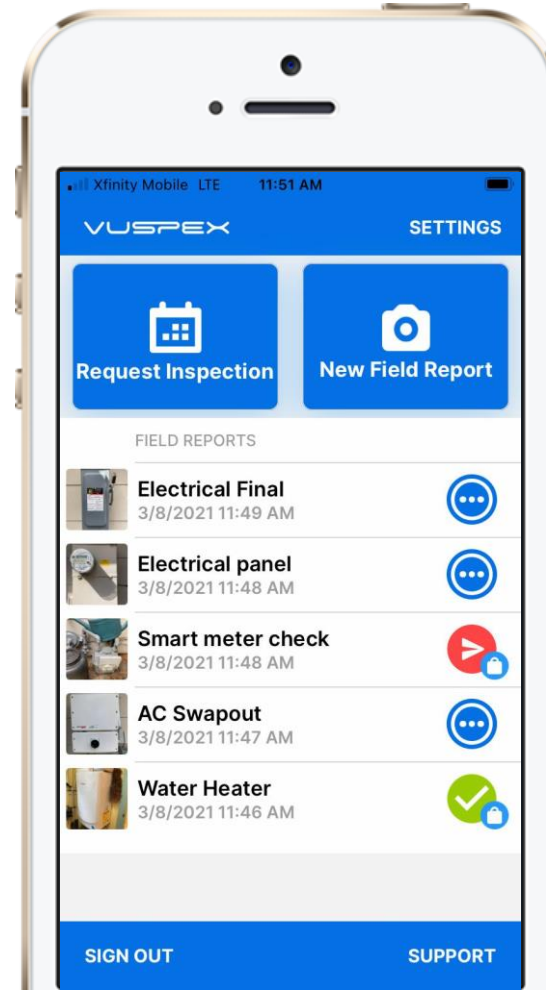




Main Menu Screen

VuSpex GO features:

- **Offline Field Report (OFR) for Trade Roof permits**
- **Request Inspection (all other Trade permits)**
- **Field Report Status / History**
- **Settings menu**
- **Support**





Request Virtual Inspection

Request a real time live Inspection directly with VuSpex GO.

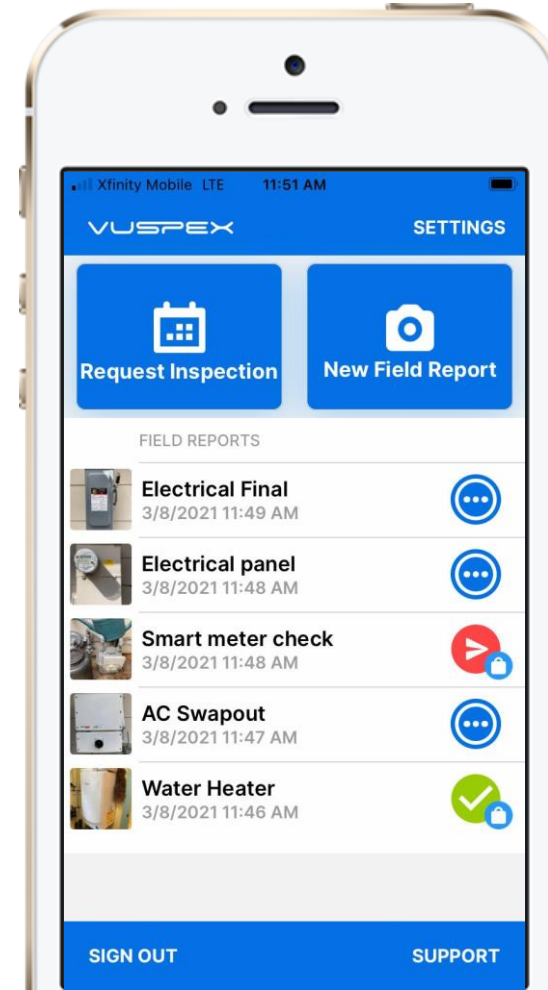
Note: Same day may be available

1. **A highly configurable way for Contractors and Homeowners to schedule inspections from an Agency**
2. **Focused on ease-of-use for the user, meeting Agency workflow requirements**
3. **Keeps the User and Inspector up-to-date via the inspection status**

Request Real Time Live Inspection

On The Main Menu

- Tap the “Request Inspection” button
- Enter your permit number
- Select your inspection type from drop down menu
- Select date and time from available choices
- Verify phone number for on site representative
- Add any additional comments (if needed)
- Select “Request Inspection” button





Preparation

Internet – Make sure you have a strong signal on your device to ensure a good connection with the Inspector.

Preparation – Prior to the video call, make sure you are prepared for the inspection and understand any requirements.

Battery – Charge the smartphone or tablet, particularly for long video calls. Video inspections can drain a battery quickly.

Privacy – Nothing will be saved to your device and the Inspector cannot see or copy anything from their device – aside from seeing the live-streaming video and hearing audio during the video inspection.

Permissions – When prompted you must tap “Allow” and/or “Enable” permissions for Camera, Microphone, and possibly Location.

- Important! These permissions are temporary and constrained to the video call window in the web browser. When the video inspection ends, the permissions end.

Text Message Invite – Be ready to receive an SMS Text Message with a link to join the video call at the scheduled time and respond to requests from the Inspector.

Data – VuSpex video sessions are efficient, a typical call uses between 12-20 MB of data during a 5-minute video call. Costs are minimal and there is no charge for the message, only data rates.

Enable Do Not Disturb (DND) – Turn off iOS/Android phone or tablet notifications during the video call to prevent interruptions.

Receiving a Phone Call During an Inspection – On iPhone/iOS: phone calls during a video call can disable the video from the virtual inspection on the mobile screen.



Virtual Inspection Scheduled

How does a virtual inspection work with VuSpex GO?

1. You will receive confirmation of the scheduled virtual inspection.
2. The System sends a text message reminder 10 minutes prior to the scheduled time.

***Note:** The User **does not** start the inspection. Look for for the text message invite from the Inspector to connect.*

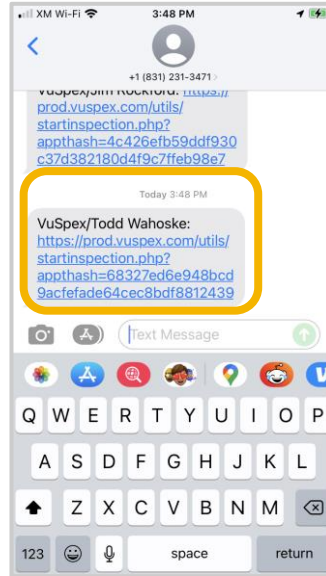
Virtual Inspection Connect - iOS

Wait for a text-message from the Inspector

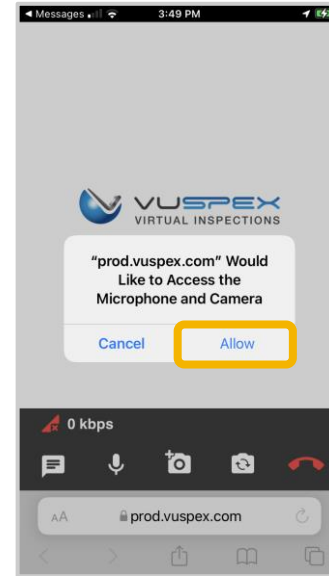
1. Tap the link in the text message to launch VuSpex
2. Tap 'Allow' to enable permissions
3. Wait a moment to connect



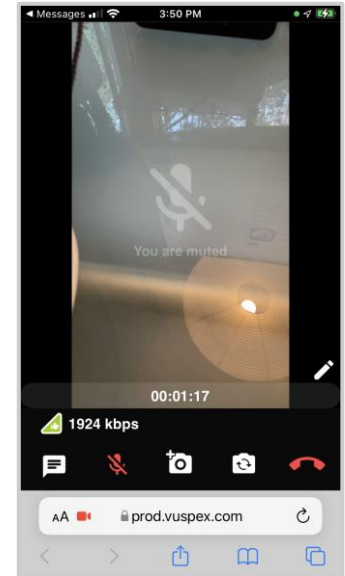
The Inspector sends a text message invite near the scheduled time.



1. Tap the link



2. Allow permissions



3. Connect

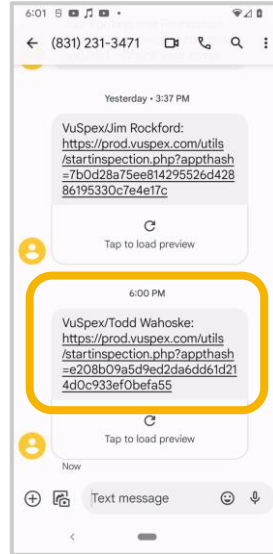
Virtual Inspection Connect - Android

Wait for a text-message from the Inspector

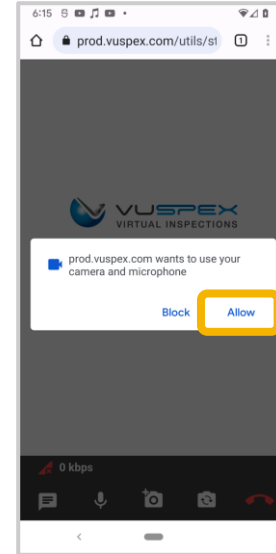
1. Tap the link in the text message to launch VuSpex
2. Tap 'Allow' to enable permissions
3. Wait a moment to connect



The Inspector sends a text message invite near the scheduled time.



1. Tap the link



2. Allow permissions



3. Connect

User Interface Features

VIDEO & AUDIO

Displays a live stream of video and audio to the Inspector.

ELAPSED TIME

A numerical indication of elapsed time for the virtual inspection.

BANDWIDTH

Real-time update of your bandwidth (kbps) with quality indicator icons.

CHAT

Type messages to all participants in the virtual inspection.

MUTE

Toggle your audio ON/OFF.

SCREENSHOT

Save a screenshot of the current frame.

Virtual Inspection

PRO-TIP - AUDIO

Use headphones with a mic so you can hear better.

MARKUPS COLORS

Tap this icon to select a different color for markups.

END CALL

Tap this icon when you are finished with the virtual inspection.

FLASHLIGHT

Toggle the flashlight ON/OFF.
*Android only.

CAMERA

Toggle the BACK and FRONT camera.



User Interface Features

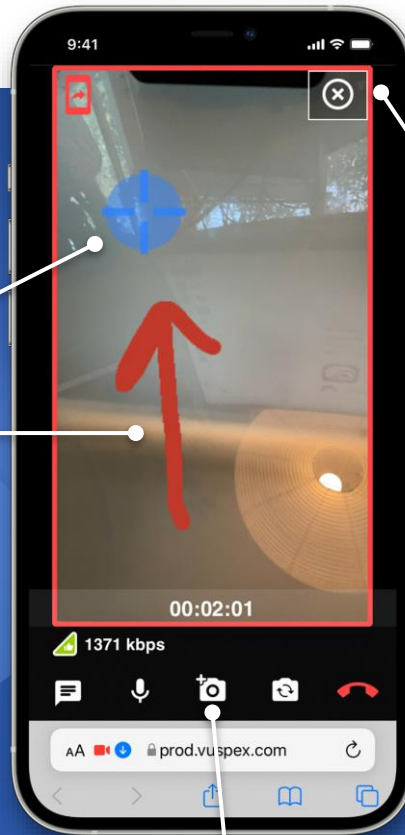
REMOTE COLLABORATION MARKUPS

At any time during the inspection you may use your finger to:

- Drop a pointer by tapping anywhere on the live video.
- Draw a freehand shape anywhere on the live video.

REAL-TIME SHARING

All participants will see your pointers and freehand drawings.



SCREENSHOT

Save a screenshot of the current frame.

Remote Collaboration

ERASE MARKUPS and RESUME VIRTUAL INSPECTION

Note: Tapping or drawing on the screen will freeze the video frame.

- Tap the "X" icon in the upper-right hand corner of the screen to resume the live video or erase the pointer and freehand drawings.



Settings Menu

Tap the 'Settings' link in the upper-right corner to open.

- **Adjust your Account information.**
- **Link a new Agency where you work.**

Settings Menu

- **App Version**
- **Account information**
- **Edit Account button**
- **States** (where you work)
- **Linked Agencies** (State, County, City, Company)
- **Server: prod.vuspex.com**
(do not change this setting)



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← SETTINGS

VERSION iOS - 1.0.0.10

ACCOUNT

Name Jack Bell

Email testios@vuspex.info

Phone (530)-575-8455

Password

Edit Account

STATES Add

Arizona

California

LINKED AGENCIES Add

VUSPEX-TEST

SERVER Set

https://prod.vuspex.com



VUSPEX **SUPPORT - CONTACT**



MONDAY - FRIDAY

Hours: **8 AM to 5 PM PT**

Email: **support@vuspex.com**

Phone: **[\(844\) 288-7739 ext. 2](tel:(844)288-7739) Leave a detailed voicemail**

Online: **<https://vuspex.com/support/> Visit our Support page**



VUSPEX **SUPPORT - LINKS**



VuSpex GO Support

<https://vuspex.com/support/go/>

FAQ (use the filter for 'GO')

<https://vuspex.com/support/faq/>

Troubleshooting

<https://vuspex.com/support/troubleshooting/#go>