

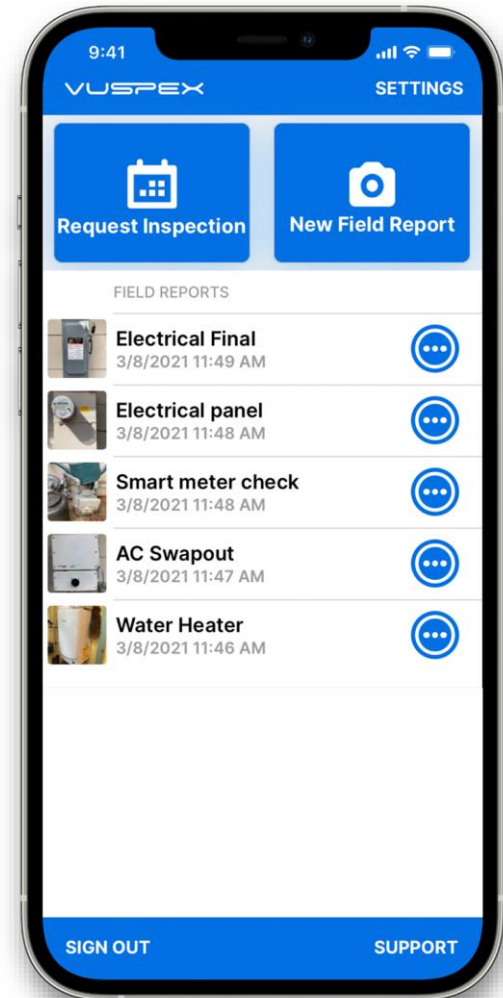


VUSPEX GO

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)

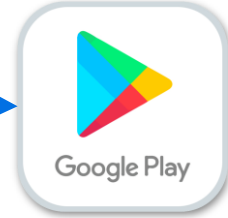
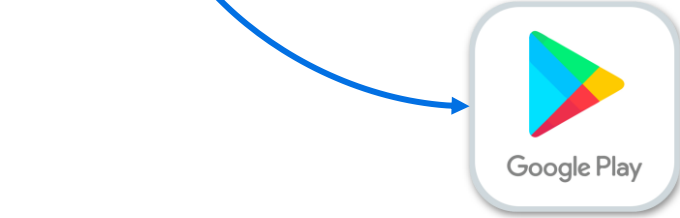
- Tap the Play Store icon
- Search for '**VuSpex GO**'
- Tap the Install button



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

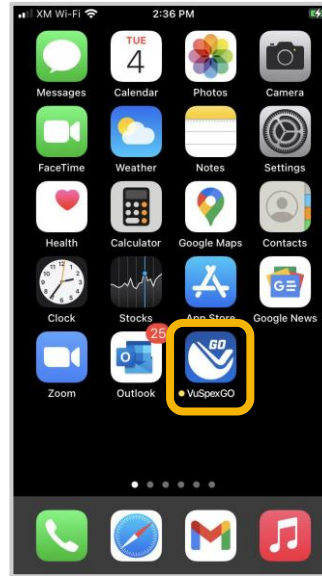
- Tap the icon

2. Sign-in

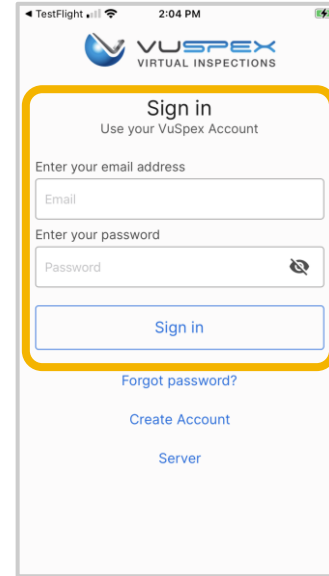
- Enter your VuSpex User account credentials. Same as the VuSpex APP.

3. Allow permissions

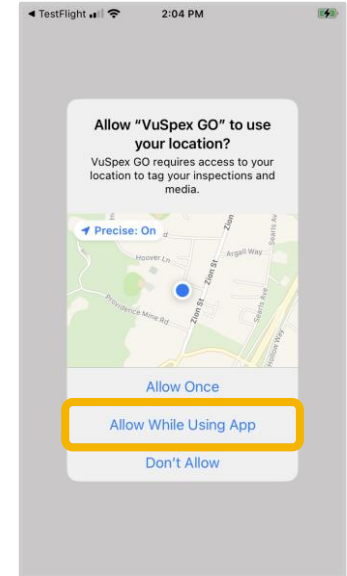
- Tap 'Allow While Using App'



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

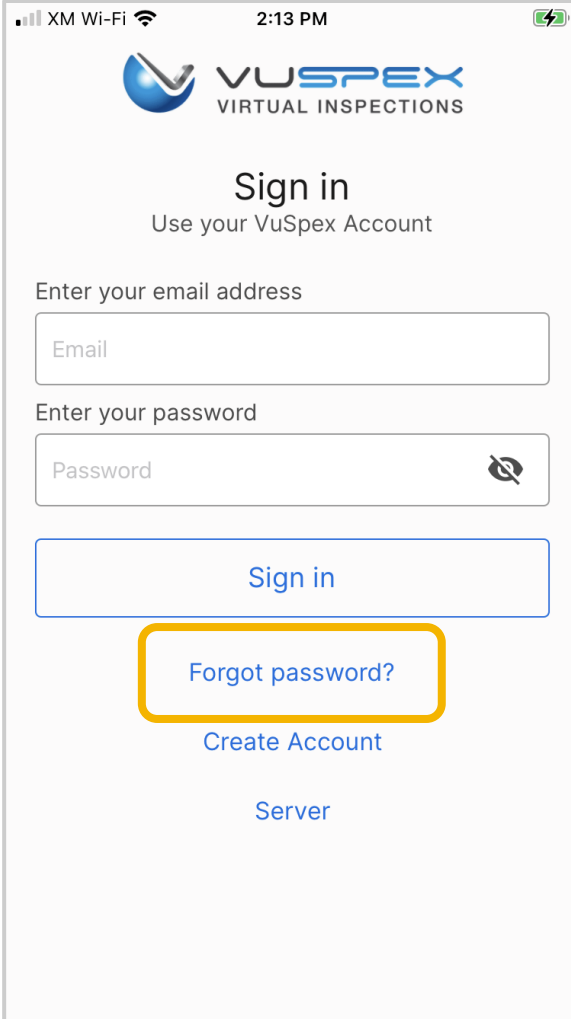
Server




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



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

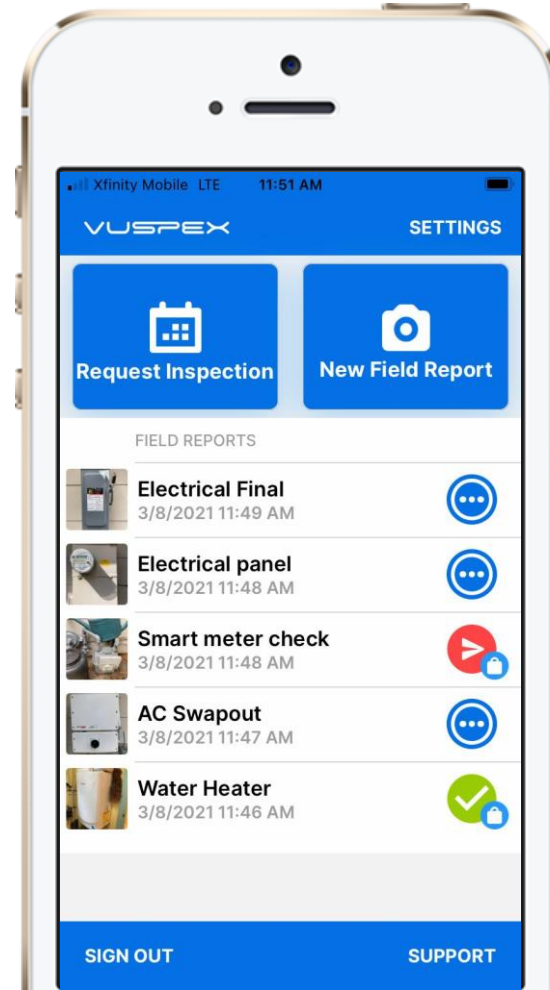




Main Menu Screen

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

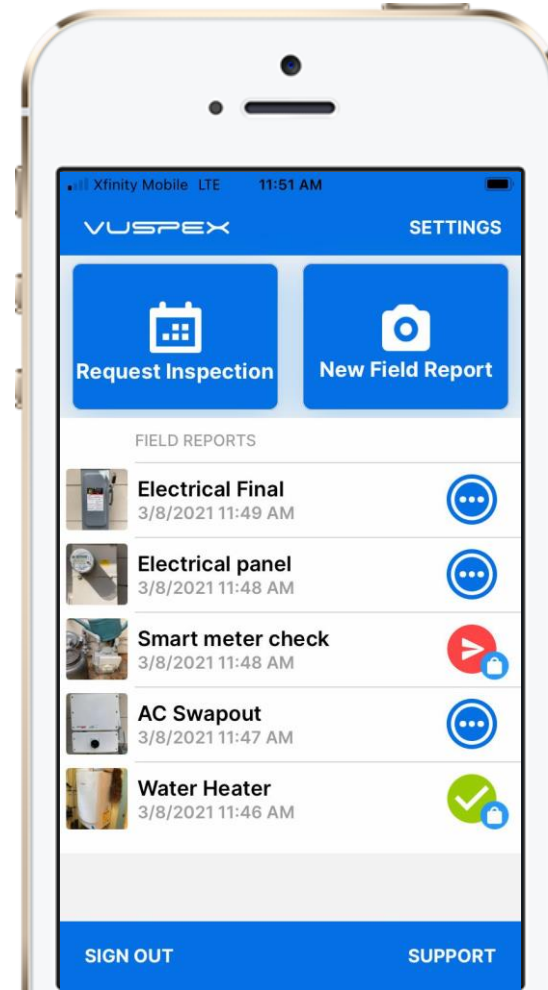
1. **A highly configurable way for Contractors and Homeowners to schedule inspections from an Agency**
2. **Focused on ease-of-use for the user, meeting Agency workflow requirements**
3. **Keeps the User and Inspector up-to-date via the inspection status**



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.*

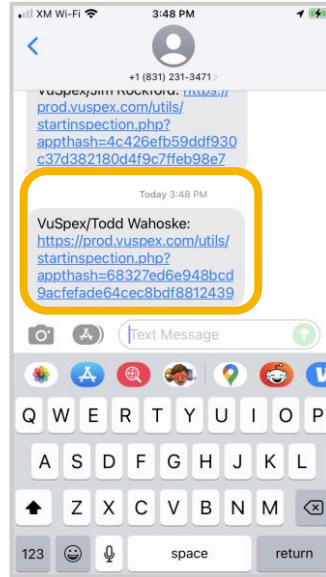
Virtual Inspection Connect - iOS

Wait for a text-message from the Inspector

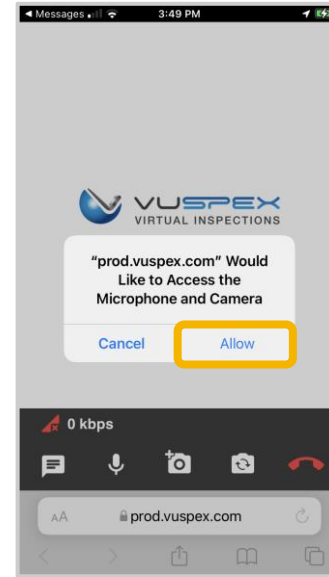
1. Tap the link in the text message to launch VuSpex
2. Tap 'Allow' to enable permissions
3. Wait a moment to connect



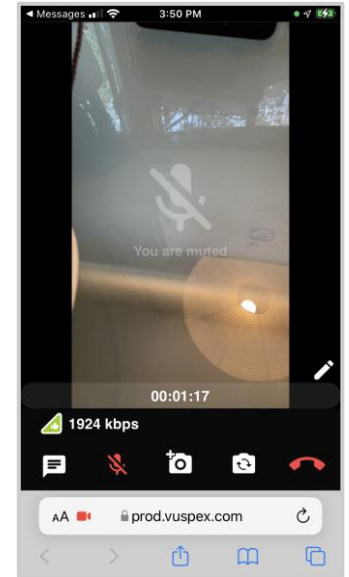
The Inspector sends a text message invite near the scheduled time.



1. Tap the link



2. Allow permissions



3. Connect

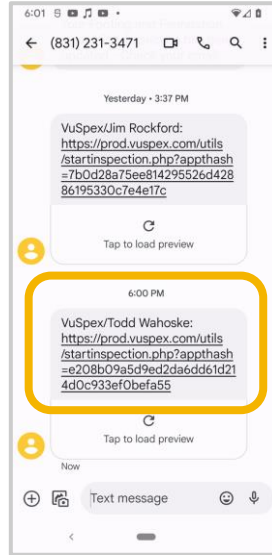
Virtual Inspection Connect - Android

Wait for a text-message from the Inspector

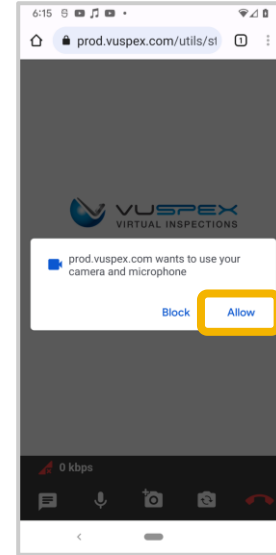
1. Tap the link in the text message to launch VuSpex
2. Tap 'Allow' to enable permissions
3. Wait a moment to connect



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

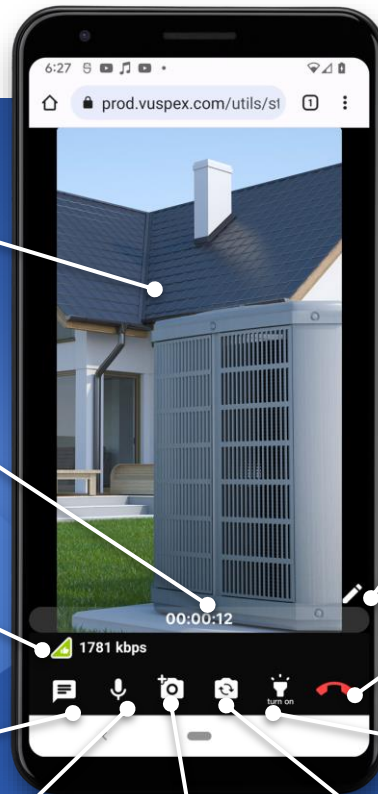
Tap this icon when you are finished with the virtual inspection.

FLASHLIGHT

Toggle the flashlight ON/OFF.
*Android only.

CAMERA

Toggle the BACK and FRONT camera.



User Interface Features

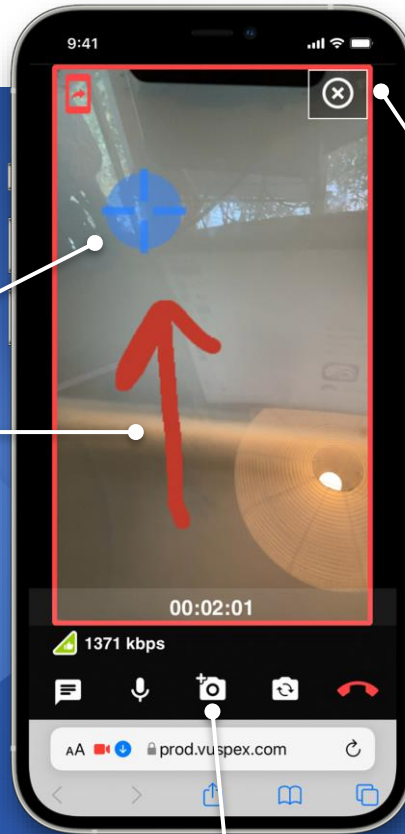
REMOTE COLLABORATION MARKUPS

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.



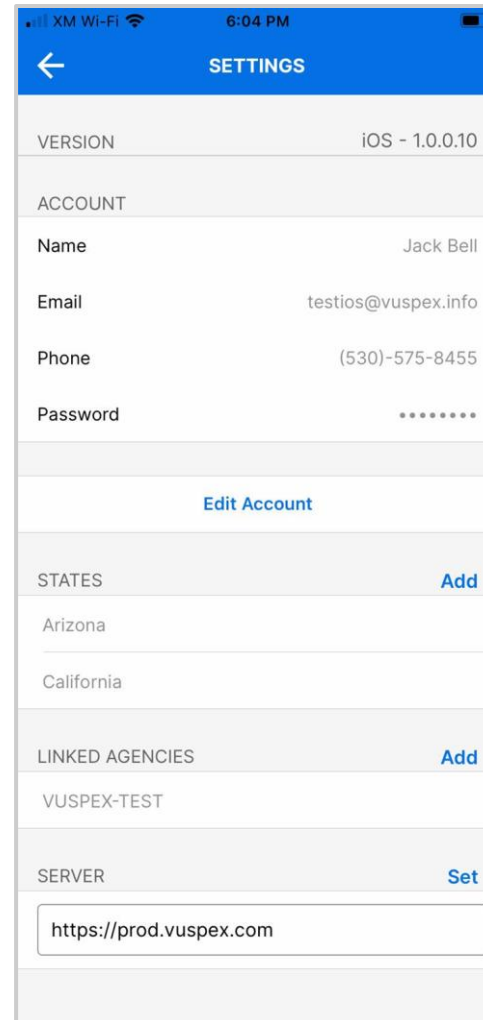
Settings Menu

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)





VUSPEX **SUPPORT - CONTACT**



MONDAY - FRIDAY

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

Email: **support@vuspex.com**

Phone: **(844) 288-7739 ext. 2** **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>