

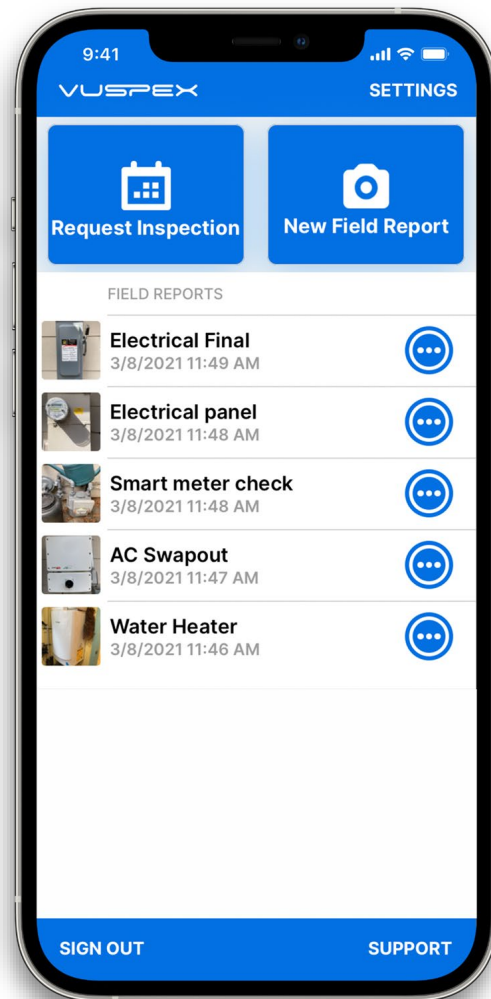


VUSPEX GO

USER GUIDE for CONTRACTORS and HOMEOWNERS

VuSpex GO is an iOS & Android mobile app for Contractors and customers located at the inspection site. The app enables you to participate in a Live Video inspection with an inspector.

VuSpex GO is compatible with VuSpex AC, our Accela integrated Inspector-based solution.





Who uses VUSPEX GO?

Contractors & Homeowners

- For VuSpex (integrated) customers
- Used by permit applicants & homeowners
- Mobile users located at the inspection site



Before Getting Started

Things to know

- Download the VuSpex GO app to your phone.
- Create a VuSpex Contractor 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

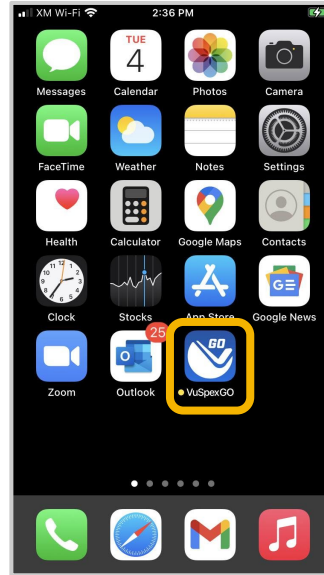
2. Sign -in

- Enter your VuSpex Contractor account

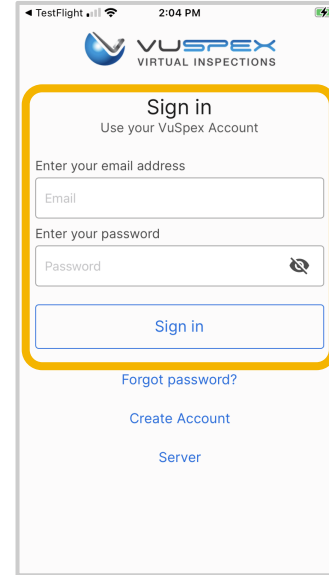
credentials. Same as the VuSpex APP.

3. Allow permissions

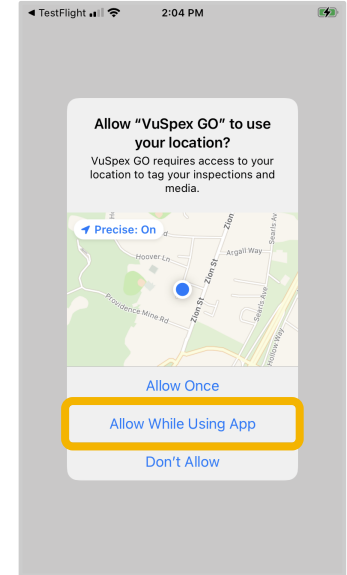
- Tap 'Allow While Using App'



1. Launch App



2. Sign in




3. Allow permissions

Create an Account

If you do not already have a VuSpex Contractor 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

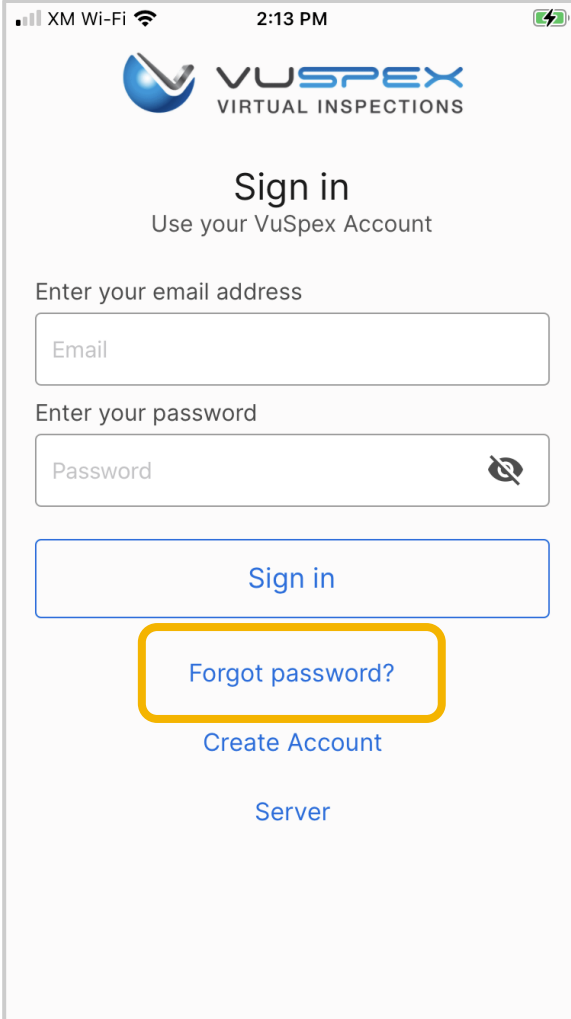
Server




Forgot password?

If you have a VuSpex Contractor 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

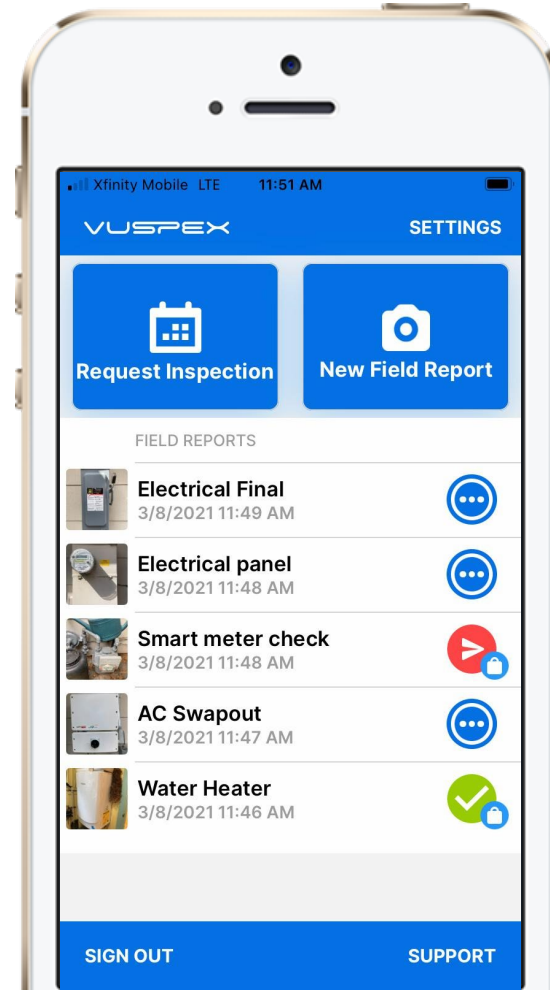




Main Menu Screen

VuSpex GO features:

- Live Video Inspection
- Offline Field Report
- Field Report Status / History
- Settings menu
- Support





Live Video Inspection

How does a Live Video
inspection work with VuSpex
GO?

1. Ask your Inspector about scheduling a Live Video inspection.
2. The Inspector sends a text message invite near the scheduled time.

Note: The Contractor does not start the inspection. Look for the text message invite from the Inspector to begin.



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.

App version – Enable automatic updates for the app on your device. VuSpex periodically updates the app and it is always best to have the latest version to prevent issues.

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. 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.

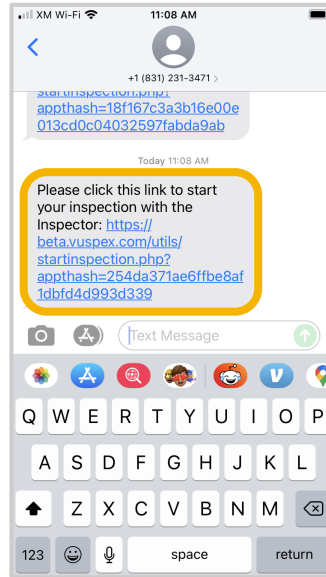
Receiving a Phone Call During an Inspection – On iPhone/iOS: phone calls during a video call can disable the video from the virtual inspection on the mobile screen. Please enable your iPhone’s “Do Not Disturb” mode to prevent interruptions during the inspection.

Live Video Inspection - Connecting on iOS

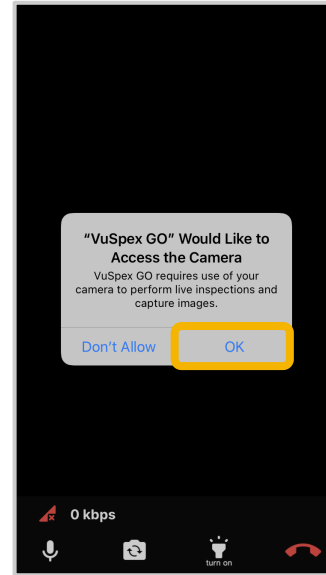
1. Tap the link in the text message to launch the App
2. Tap OK to allow permissions
3. Wait a moment to connect



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



1. Tap the link



2. Allow permissions



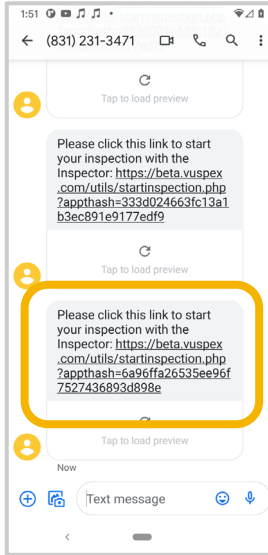
3. Wait to connect

Live Video Inspection — Connecting on Android

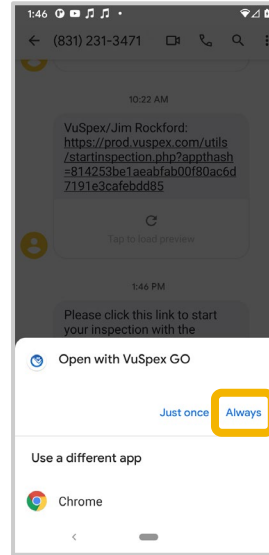
1. Tap the link in the text message to launch the App
2. Open with VuSpex GO: Tap on 'Always'
3. Tap OK to allow permissions
4. Wait a moment to connect



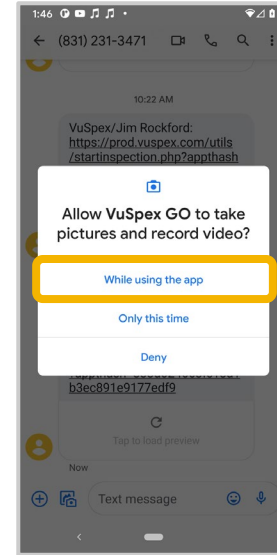
The Inspector sends a text message invite near the scheduled time.



1. Tap the link



2. Open with VuSpex GO



3. Allow permissions



4. Wait to connect

User Interface Features

Live Video Inspection



VIDEO & AUDIO

Displays a live stream of HD video to the Inspector. The Inspector can hear you and you can hear the Inspector.

BANDWIDTH

Real time update of your bandwidth (kbps) with quality indicator icons as you navigate the inspection site.

MUTE

Toggle your audio ON/OFF. When mute is enabled the screen will display an indicator to both parties.

CAMERA

Toggle the BACK and FRONT camera.

PRO-TIP - AUDIO

Use headphones with a mic so you can hear the Inspector and they can hear you better.

END CALL

Tap this icon when you are finished with the virtual inspection. The Inspector can also end the call.

FLASHLIGHT

Toggle the flashlight ON/OFF. The Inspector can also toggle the flashlight from their dashboard.





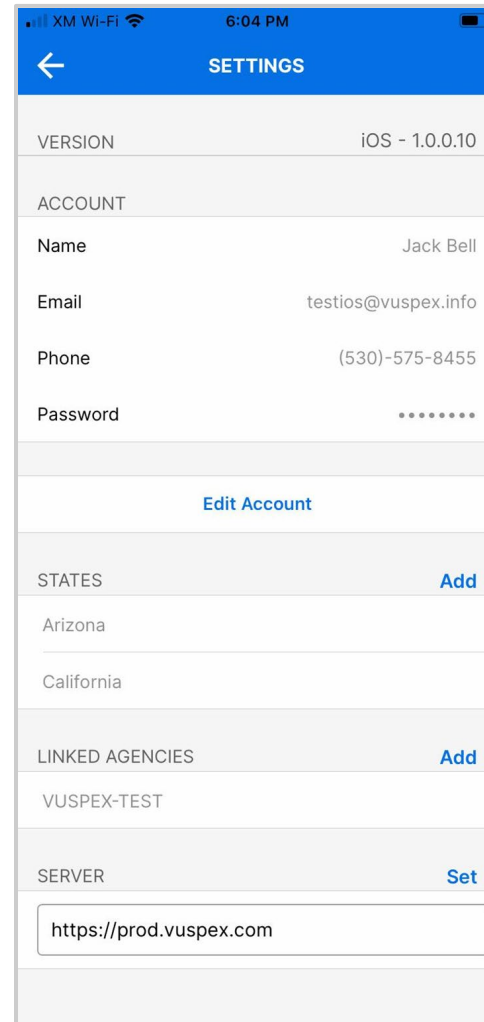
Settings Menu

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: 11 AM to 8 PM Eastern

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://www.vuspex.com/support.html>