

Quick Start Guide

BestInspectors.Net

WindSurance - InspectorLogic - TexTrex - Florida WDO - Texas WDI

WindSurance, InspectorLogic, and TexTrex are available for Windows, macOS, OS X, iOS, and Android.

Best Inspectors Network provides free installation and set-up assistance. Call 313-920-5996 for assistance. Please note, we provide free assistance for Best Inspectors Network software only. Support for third-party software and hardware is available for a nominal fee.

System Requirements

1. Windows

The Windows edition requires Microsoft Windows, 7 or newer and the latest Adobe Reader. The two most recent versions of the Adobe Reader are supported. The recommended minimum RAM is 4GB. A suitable PDF print driver is required. Windows 10 has a PDF Print Driver installed. Users of earlier Windows versions will need to install a PDF print driver. We recommend BullZip PDF. The free version of BullZip PDF is available at BestInspectors.Net in the Free Stuff section.

Reports created with the Windows Edition can also be edited on the Mac.

2. macOS and OS X

The Mac edition requires OS X (10.9 or newer) or macOS (10.12 or newer) and the latest Adobe Reader. The two most recent versions of the Adobe Reader are supported. The recommended minimum RAM is 4GB. A PDF print driver that is capable of flattening (aka distilling) encrypted XFA PDFs, such as PDF Printer by Feiphone Software, PDF Writer for Mac, or CUPS-PDF, is required. PDF Writer for Mac and CUPS-PDF are free. PDF Printer by Feiphone Software is available for purchase in the Mac App Store.

Reports created with the Mac Edition can also be edited on the Windows.

3. iOS

The iOS edition requires iOS 10 or newer and a PDF editor capable of flattening (aka distilling) encrypted PDFs, such as PDF Expert by Readdle.

Reports created with the iOS Edition can also be edited on the Windows, Mac, and Android.

4. Android

The Android edition requires a version of Android that will support a PDF editor that is capable of flattening (aka distilling) encrypted AcroForm PDFs, such as QPDF Notes.

Reports created with the Android Edition can also be edited on the Windows, Mac, and iOS.

Start a New Report

Always start a new report by opening your master report template and immediately saving it with an Inspection Job file name. Some reports, such as InspectorLogic Pro, prompt you for a file name when you open the report template. Others, such as WindSurance for Windows and Mac, have a "Start" button. Users of Android and iOS versions should select File/SaveAs and choose a file name.

Photos

Your digital camera should be set to take photos at the smallest physical size. The size setting is expressed in megapixels. The camera should be set to the lowest picture quality. The picture quality settings vary among manufacturers but are usually labeled as "Low-Medium-High", "Normal-High Quality-Extra High Quality", "Standard-Fine-Extra Fine", etc. The quality setting is usually a combination of pixel density and compression ratio. Pixel density is expressed in Dots Per Inch (DPI). Cameras do not usually state the DPI and compression ratio on the camera, but that information may be available in the camera's manual. DPI of 150 is sufficient for general purpose photography and printing photos on regular printer paper. DPI of 300 or more is desirable for printing photos on special photo paper. If the DPI is too high, images quality will be degraded when printing on regular printer paper because the ink will bleed into the paper's fibers. The normal DPI for website images and graphics is usually 72.

Photos taken at higher than the recommended size and DPI (or Quality) setting on a camera will NOT improve the quality of the photos in inspection reports and may significantly degrade the quality if printed on regular printer paper. Larger photos also require more working memory (RAM) on a computer. Symptoms of insufficient available working memory are photos disappearing from the report, inserting photos being very slow, not being able to print, the report not responding when moving from page to page, and so on. Working memory is NOT the same thing as storage.

If you have photos that are too large for your computer to process, you can use a third-party app, such as Irfanview (free from irfanview.com), to batch resize your photos.

Android users, the Android operating system is open source. That means that anyone can modify it to suit their own needs and preferences. Photos from Android devices are often not formatted in a way that they are universally recognized by third-party software. Photos taken with android devices sometimes require conversion to a standard format. You can use a third-party app, such as Irfanview (free from irfanview.com), to batch convert and resize (if necessary) your photos.

Flattening the Report

Flattening (aka Distilling) is the process of publishing the report as a PDF that cannot be easily edited. Only flattened reports should be sent to customers. From the operating system's point of view, flattening is the same as printing to a physical printer. That is why PDF print drivers appear in the list of available printers in your computer's Print Dialog Box.

Publish (flatten) a report by selecting "File/Print". WindSurance All-In-One users use only the Print and Flatten buttons on the Control Panel or on the Cover Page. All others can use either the buttons or the File/Print options from the standard File menu.

If you do not already have one, you will need to install a PDF print driver capable of handling encrypted XFA PDFs (Windows or Mac) or encrypted AcroForm PDFs (iOS or Android).

Windows 10 has a PDF Print Driver installed. Users of earlier Windows versions will need to install a PDF print driver. We recommend BullZip PDF. Apple has been removing direct support of PDFs in recent versions of their operating system. Newer versions of the Mac operating systems no longer have built-in flattening capability. A PDF print driver that is capable of flattening (aka distilling) encrypted XFA PDFs, such as PDF Printer by Feiphone Software, PDF Writer for Mac, or CUPS-PDF, is required. PDF Writer for Mac and CUPS-PDF are free. PDF Printer by Feiphone Software is available for purchase in the Mac App Store.

Android and iOS do not directly support all the features of AcroForms. A third-party app is required. We recommend PDF Expert by Readdle for iOS and QPDF Notes for Android. PDF Expert and QPDF Notes will allow you to flatten your reports and email them or upload them to a cloud service directly from your iOS or Android device.

Please note, Best Inspectors Network provides free installation and start-up assistance, but we do NOT provide free technical support for third-party applications such as Printers and PDF print drivers.

Emailing (Electronically Delivering) Reports

Electronic delivery of reports is the most common way to deliver reports. Emailing a report can mean either attaching the report directly to an email or sending a download link for the report by email. We do not recommend attaching reports directly to email. Popular email services can be unreliable when delivering email attachments. Most free email services aggressively filter mail or simply fail to transmit email with attachments. Most insurance companies and many real estate agencies also limit the size of files that their email systems will accept. You can bypass all the common problems with delivering reports via email by uploading the files to your website or a cloud service such as the very affordable and robust [Online Storage](#) from [RedDomains.com](#) (a service of BestInspectors.Net).

Choosing an email service and whether to attach reports directly to email or use a cloud service is a matter of personal preference. After you publish your report, you can choose any method you prefer.

Technical Support

Call if you need help installing, setting-up, or using your software, **Phone 213-291-1717** or visit the Help Centers at www.bestinspectors.Net/Help or <https://windsurance.com/help.html>

Best Inspectors Network's free technical support includes your Best Inspectors Network software but does not include third-party applications or services. We do offer premium support that includes support for essential computer tasks and popular third-party apps and services. [Premium support plans](https://windsurance.com/windstore-2.htm) (<https://windsurance.com/windstore-2.htm>) and [incident based support](https://www.bestinspectors.net/success.html) (<https://www.bestinspectors.net/success.html>) are available.

Examples of third-party apps, hardware, and services that Best Inspectors Network can assist you with are: email, cloud services, Microsoft Windows, Microsoft Office, Adobe Acrobat Reader, PDF Expert for iOS, digital camera settings and operation, Irfanview and other photo editing software, websites, search engine optimization, report writing, essential computer skills, and support for a full range of business skills.

InterNACHI Membership

Your purchase entitles you to a free six-month InterNACHI membership (new member only, transferable) and \$1,500 off CMI certification. Call for details on the CMI offer. Please use the following link to claim your free InterNACHI membership: <http://www.XLProspector.com>

Register Your Software Online

Registering your software enables us to inform you of important updates, retrieve lost activation codes, and provide the fastest and most reliable service possible:
www.bestinspectors.net/registration.htm

Instructional Videos

www.bestinspectors.tv and www.bestinspectors.net/video

Updates

Updates are announced on our website and our Facebook page,
<https://www.facebook.com/BestInspectorsNetwork/> and <https://www.facebook.com/windsurance>