# About Inspectware

### *Welcome to Inspectware*

Welcome to Inspectware!  Inspectware provides Home Inspection Software to the Home Inspector so they can create electronic inspection reports with pictures for printing or emailing. Unlike other reporting software tools, our report framework is completely flexible and 100% customizable. And we do it FAST!

1-877-277-8844 –
Inspectware
100 Kennett Rd
Newark, DE

### *Software Updates*

To find out if software upgrades are available, please contact your Inspectware Vendor.

### *Low Power Warnings*

It is recommended that laptop users heed low battery warnings immediately.  Laptops shutting down while editing a Home Inspection Report can corrupt the database.

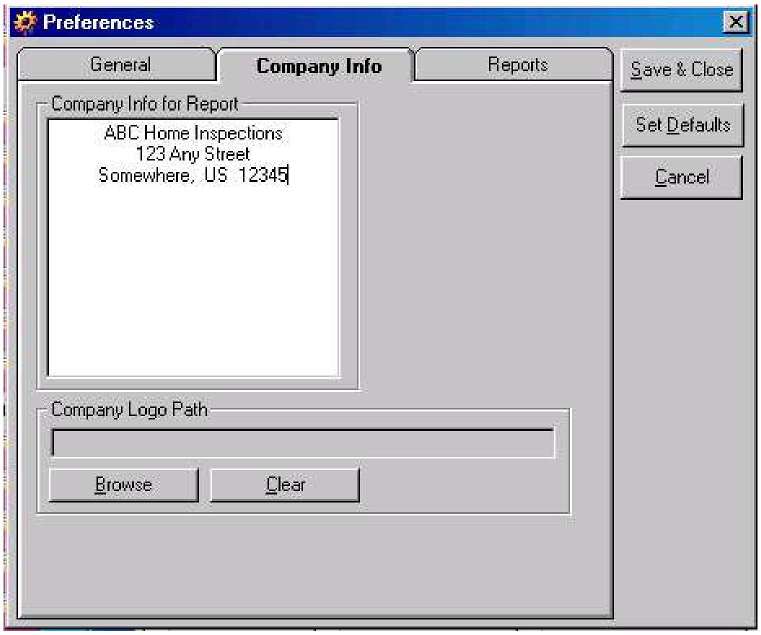
### *Send Suggestions*

Please send suggestions to jwk@inspectware.com .  Your input is always appreciated.

# Getting Started

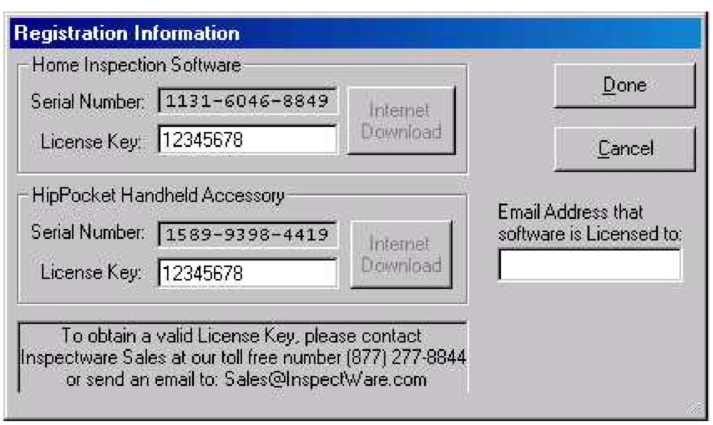
## *Initial Setup*

### Add company information



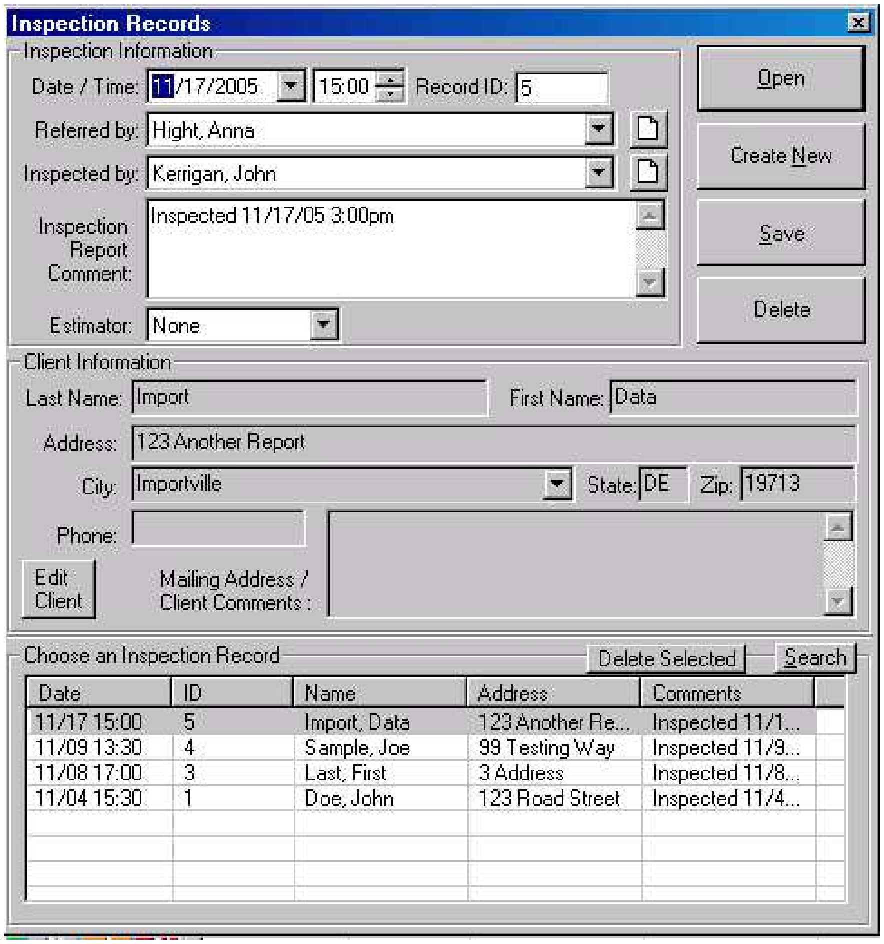

At installation, you are automatically prompted for your Company Information. To change this later, click on the View menu and select Preferences. The center tab is Company Information. A company logo can be included with the company logo box.

### Software Registration

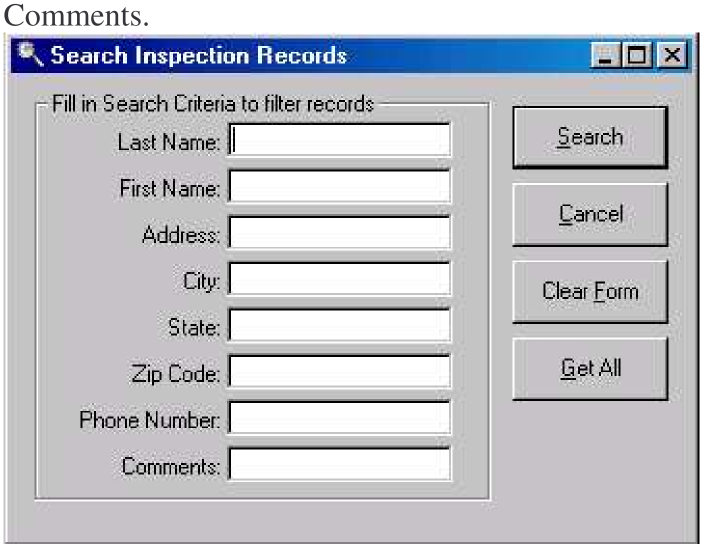



To register this Inspectware software, click Help, and select Registration Info and make a note of your Serial Numbers. Contact the office at 877-277-8844 to purchase License Keys. Enter the e-mail address to which the software is licensed and click Internet Download or manually enter your License Keys for both the Home Inspection Software, and the HipPocket Handheld Accessory. A popup box will automatically inform you of the status of your licenses when you click close.

## Search Records




In the Open Inspection Records window, you can search the existing records by clicking the Search button Search, at the right, above the Choose an Inspection Record window. You can search by Last Name, First Name, Address, City, State, Zip, Phone Number or Comments.



### Edit Client Information

To edit the client information, click Addresses and select Clients, or in the Open menu, click the Edit Client button at the lower left.  Change the information, and select Save.

### Edit Inspector Information

To edit the inspector information, click Addresses and select Inspectors, or in the Open menu, click on the document button beside the Inspected By line.  Select the inspector you wish to edit from the drop-down menu, Change the information, and select Save.

### Edit Referrals Information

To edit the referrals information, click Addresses and select Referrals, or in the Open menu, click on the document button beside the Referred By line.  Select the Referrer you wish to edit from the drop-down menu, change the information, and select Save.

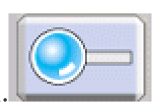
### Edit Company Information

To edit your company information, click Tools, select Preferences and open the Company Info tab.  A company logo can be included by browsing for the logo in the Company Logo Path box.

## Inspection Walkthrough

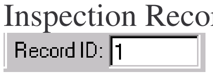
### *Create New*

To begin an Inspection, open the File menu and select Open Inspection Record,


or simply click on the magnifying glass button.  This will open the Inspection Records box.  Click on Create New to begin a new Inspection Record. 


### Record ID

In the box at the upper right corner, enter the record number.  This will maintain the Inspection Records organization.

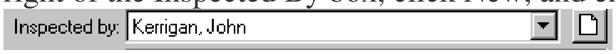


## Referred by

Use drop down box to select the Referrer, or click on the blank paper button to the right of the Referred By box, click New, and enter information for the Referrer.

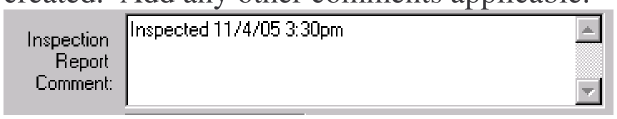

## Inspected by

Use the drop down box to select the Inspector, or click on the blank paper button to the right of the Inspected By box, click New, and enter information for the Inspector.



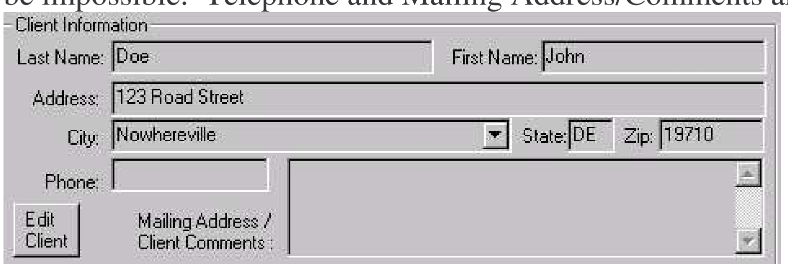

## Inspection Report Comment

The time and date were automatically inserted in this field when the new Report was created.  Add any other comments applicable.



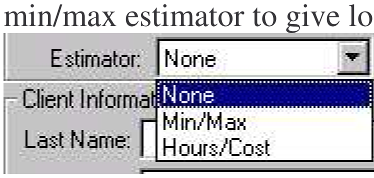

## Client info

Enter Client Information including Last Name, First Name, Address, City, State and Zip. Omitting Client Information can cause the database to become corrupted, or searching to be impossible.  Telephone and Mailing Address/Comments are optional.



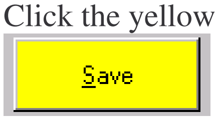

## Estimator

Enter your type of repair estimation, if you wish to include an estimation.  The estimator will either estimate in number of hours required to fix defects, and cost of parts, or as a min/max estimator to give low and high estimates for what the repairs could cost.



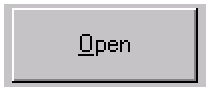

## Save

Click the yellow highlighted Save button.



### Open

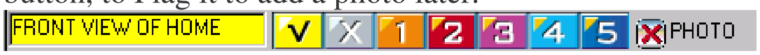
Your new Report will now be at the top of the list in the Choose an Inspection Record box. Click on it to select it, and click Open, or simply double click on the file, to open it.




## *Complete report, flag for picture or further comment*

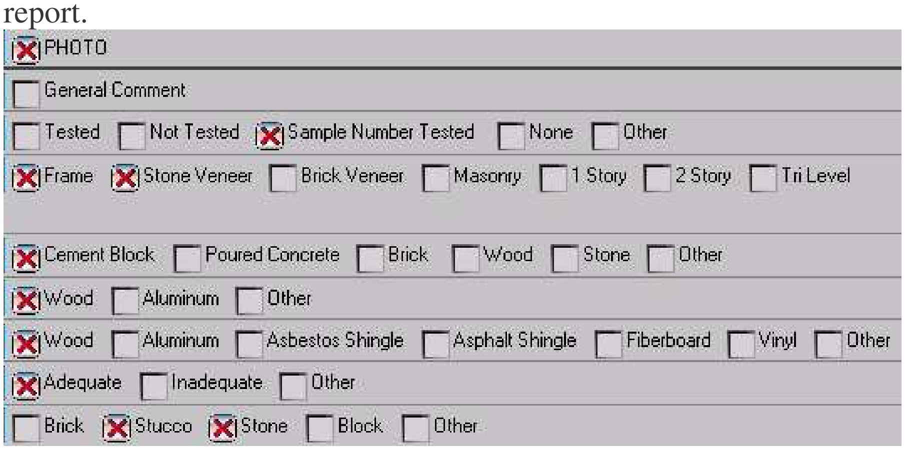
### Include Front View

Click on the PHOTO box in the Front View of Home line. This automatically includes the system or subsystem in the Report. Click on the Flag to the left of the comment button, to Flag it to add a photo later.




### Something must be in type description (subsystem types) first then

Inspect the home, and fill out the report. For each system and subsystem, first click on a type in the type description section. This will automatically include the subsystem in the report.

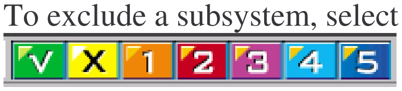



### Something must be in opinion

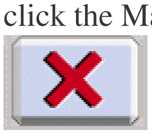
Subsystems are automatically included as a check. If the system is defective in any way, select the level of defect in the Opinion column.


### Excluding systems and subsystems

To exclude a subsystem, select the N/A Opinion.




If an entire system is not applicable to the Inspection, click on the system header and click the Make Current Subsystem Not Applicable button.



### System buttons

The system bar at the top, just below the menu bar begins highlighted.  Each highlighted system is incomplete.  You can click on a highlighted system to quickly jump to that system.  The system bar buttons gray out when the system is completely inspected.

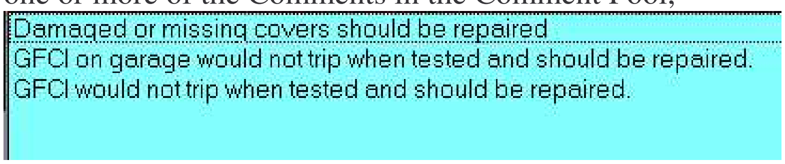

### When something is marked as a defect, it automatically brings up the comment window

When a subsystem is marked as defective in the Opinion column, the comment window opens automatically.

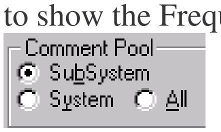
### Comment Box

*Comment Pool*

Specify the issue with the subsystem in the Comment Window either by double clicking one or more of the Comments in the Comment Pool,

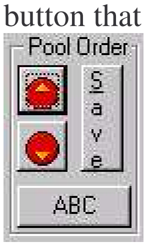



or by entering your own comments into the Comment box, and by using the Frequently Used Items Box explained below.  If there is a Comment in the Comment Pool for another subsystem in the same system, or in any other system, click on the System or All, to show the Frequently Used Comments for the entire System, or for all Systems.




*Sorting Comments*

All Comments in the Comment Pool can be sorted with the buttons in the Pool Order section to the right.  To move one particular comment up or down, highlight that comment, and click the red up or down arrow.  To sort the comments alphabetically, click the ABC button.  To permanently save your ordering changes, click the vertical Save button that appears at the right of the up and down arrows when you have made changes.

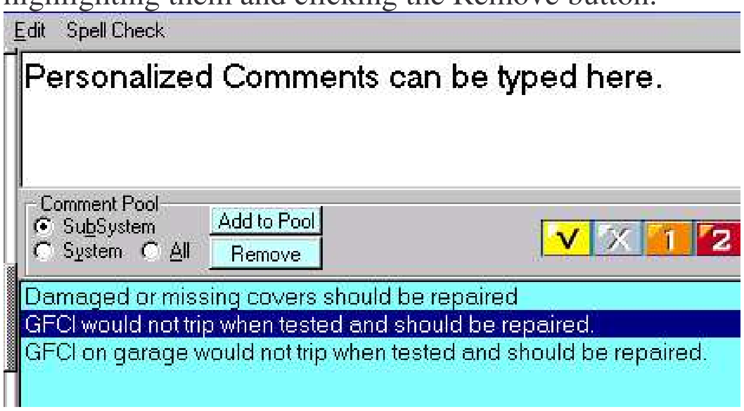



*Frequently used items drop box (apartment unit, location, etc)*

The Frequently Used Items drop box can be used to add items you often use in multiple subsystems without adding them to the Comment Pool for each subsystem they are used in, and without having to browse all comments to find it each time.  It can also be used to refer to certain areas, or to different rooms or units within the same inspection, easily. Selecting the item from the drop box will automatically add it to the end of the comments in the Comment Box.


### *User Defined Comments*

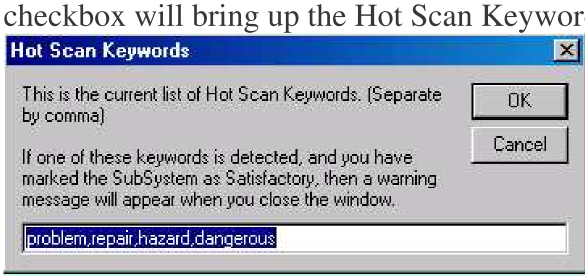
Any comment can be typed into the Comment box. It can be added to the Comment Pool by clicking the Add to Pool button. Comments can also be removed from the pool by highlighting them and clicking the Remove button.




### *Hot Scan*

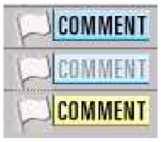
Selecting Hot Scan keeps you from closing the comments box with the Opinion marked as Satisfactory if there are certain words generally used to describe defects in the Comments.


These words can be changed in the Hot Scan Keywords box. Left clicking on the Hot Scan checkbox will turn off and on the Hot Scan. Right clicking on the Hot Scan checkbox will bring up the Hot Scan Keywords list.



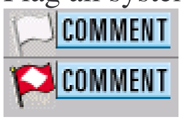
*Edit comments later by using comment button on right*

To change comments later, click on the Comment button in the corresponding row at the right of the screen.  The comment button is dark gray if there is no comment, light gray if there is a comment, and yellow if there is a picture.




*Flag for Photos and/or Additional Comments*

Flag all systems and subsystems requiring photos or additional comments.




### Next incomplete system or uninspected subsystem

To proceed to the next incomplete system, click the corresponding highlighted tab in the system bar.


To find the next uninspected subsystem, click on the Next Uninspected Subsystem button.

### Go to next flagged subsystem

Once all the systems are completed, click the Go To Next Flagged Subsystem button, to find systems and subsystems that need further comment, or pictures attached.

### Add pictures to flagged subsystems

To add a picture to a subsystem, click on the Comment button on the right,


and in the comment screen, click on the Add Photo button.

## *Photos*

### Add a Photo

To add a photo to your Inspection Report, click the Comment button, and click the Snap Shot button. 

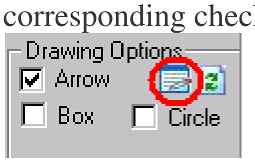
Click on the folder open button and browse to the photos you want to insert.

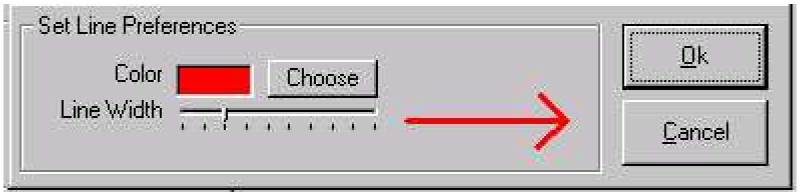

Select the one you want by clicking on it once. It will appear on the right side of the Select Image box, and the name will appear in the Image List Editor column in the center. All Photos included in the Image List Editor will be included in that subsystem. Photos can be removed by clicking the Delete Selected button. Photos can be reordered by highlighting their name in the Image List Editor box, and clicking the Up and Down arrows.


## Highlight photos

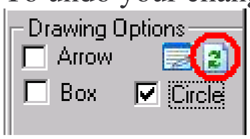
To add highlights to a photo, use the Drawing Options in the center of the Select Image box. To create an arrow, click and drag on the picture.


To change the color or the line width of the arrow, click the preferences button and select a new line width or color. Click Ok. To change to a circle or box, click on the corresponding check box.





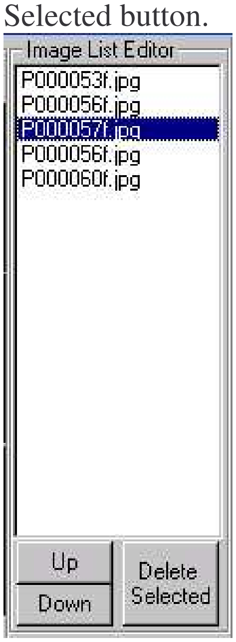

To undo your changes, click the clear arrows button.




To remove or replace photo numbers, click the Number Photos checkbox.


## Add multiple photos to one subsystem

Proceed as with adding one photo, but select two photos. The list of included photos can be found in the center of the box, in the Image List Editor. There is a maximum of five photos in a subsystem recommended. More photos can be added, but a pop-up box will warn that this has been exceeded, and these pictures may be cut off on the final reports. Pictures may also be removed by highlighting their name and clicking the Delete Selected button.




## Cover Photo/ COVERPAGE

To add a cover photo, add a photo to the System called COVERPAGE. COVERPAGE must be the exact file name to put the photo on the cover page instead of in the report as a subsystem. Subsystems can be added to cover page but may result in multiple cover pages, and are not recommended.


### *Spell check*

Select the Tools menu, and click Spell Check or press Ctrl+S. This will spell check all comments in your report.

### *Preview report*

To preview your completed report, or a section of it, select the File menu, select Preview Screen and your option, or Preview All for the full report. Your report will now be in PDF format. Press page down to proofread report. If you do not want a PDF created, this can be changed in the Tools/Preferences menu in Report Preferences.

### *Save/Print/Burn to CD/e-mail*

This PDF report can be saved in RDF format, by selecting File and Save. It can be saved in PDF format by clicking Export PDF. The PDF file and all photos will be saved in a folder in the Inspectware directory. The report can be printed either from the PDF preview screen, or by selecting File and clicking Print Summary, Print Report, or Print All. The report can also be burned to CD.

### *Estimator Report*

If you have included estimator data in your report, and wish to provide an Estimator Report click Administrative, select Import/Export and select Export Estimator Report. This will export a comma separated value estimator report which can be opened in Microsoft Excel, or similar spreadsheet programs and given to the client with the inspection.

### *Import/Export*

#### Insert Previous Report Data

To insert data into the current report from a previous report, click Administrative, select Import/Export and select Insert Previous Report Data. This will over-write all data currently in the inspection. This is primarily useful for inspecting nearly identical houses, condos or apartment units, or for a second inspection of the same one.

#### Export Estimator Report

See Estimator Report, above.

#### Export Current (N/A) Template

To save the current data, which is a list of which systems are marked Not Applicable, click Administrative, select Import/Export and select Export Current (N/A) Data. This will create an Inspectware File that can be imported into other Inspectware reports.

### Import (N/A) Template

To import a previously saved data file, click Administrative, select Import/Export and select Import Boot Layout. This will import a list of the systems that were marked N/A in the report the data was exported from. If some systems were already inspected in the current report and marked as applicable, you will be prompted whether to mark them as N/A or not. Clicking cancel will automatically mark all systems N/A that were marked N/A in the file. Marking a system N/A that has subsystems selected and/or comments made will omit those subsystems and/or comments from the report.

### Export Comment Pool

To Export the comment pool to an Inspectware Export File, click Administrative, select Import/Export and select Export Comment Pool. This will create a backup of your current comment pool, which can be loaded into any copy of the Inspectware Software.

### Import Comment Pool

To Import a comment pool from an Inspectware Export File, click Administrative, select Import/Export and select Import Comment Pool. This will import the comments from that pool. Comments can be combined or overwritten.

### Export Client Addresses

To Export Client Addresses, click Administrative, select Import/Export, and select Export Client Address. This will create a comma separated value file with the client addresses for all existing Inspections, which can be opened in Microsoft Excel, or similar spreadsheet programs

### Export Referral Addresses

To Export a Referral Address, click Administrative, select Import/Export, and select Export Referral Address. This will create a comma separated value file with the referral Addresses for all existing Inspections, which can be opened in Microsoft Excel, or similar spreadsheet programs

### Export All (Client, Referral, Inspector)

To Export All Client, Referral and Inspector information, click Administrative, select Import/Export and select Export All. This will create a comma separated value file with all client, referral and inspector addresses, which can be opened in Microsoft Excel, or similar spreadsheet programs

## How to…

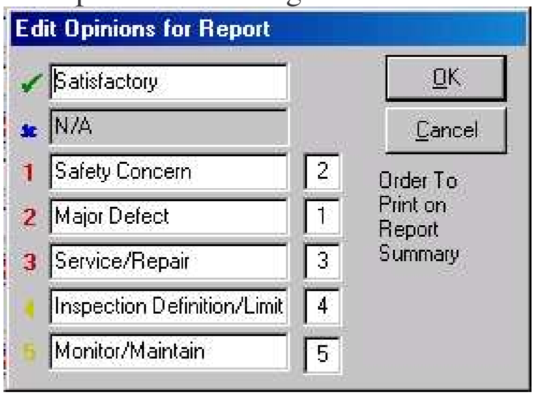
### *Customization*

**WARNING: All customizations are permanent and global. Added and removed Systems, Subsystems and Subsystem types are added and removed retroactively to all records. We recommend you back up hit.dx before making major changes.**

## Showing Pictures in Reports

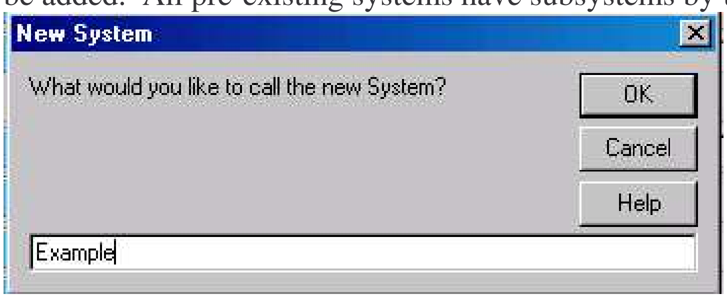
## Customizing Opinion Descriptions

To customize the Opinion Descriptions, click Administrative and select Edit Opinion Descriptions. The descriptions can be edited, and the order in which they are printed on the report can be changed. Click Save to save changes.



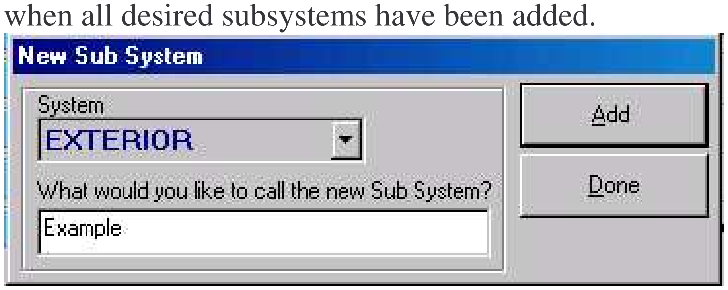

## Customizing Systems

To add a new System, click Edit and select Add a New System. Enter the name of the new system, and click OK. All new Systems must have both subsystems and subsystem types added. New Systems are not automatically available on the report to comment on. To be able to make general comments about the system, a subsystem by that name must be added. All pre-existing systems have subsystems by their name in all capitals.



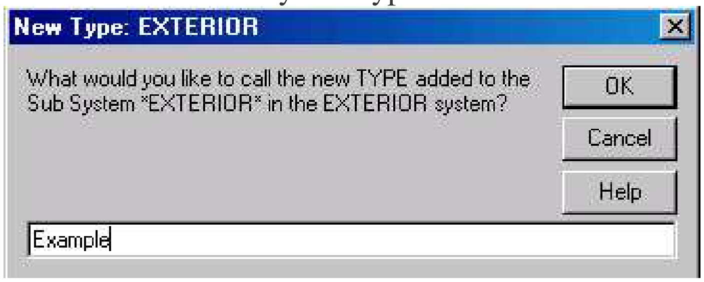

## Customizing Subsystems

To add a new subsystem either to a new System or to an existing System, click Edit and select Add a New Subsystem. Select the System to which you want to add the Subsystem, enter the name of the subsystem and click OK. Add more subsystems if desired, and click Done. You will be prompted to rebuild the framework. Click Yes when all desired subsystems have been added.



## Customizing Subsystem Types

To add a new subsystem type, select the subsystem to add it to on the main screen. Click Edit and select Add a New Subsystem Type. Enter the name of the type and click OK. You will be prompted to rebuild the framework after each Subsystem Type. Click Yes when all desired subsystem types have been added.

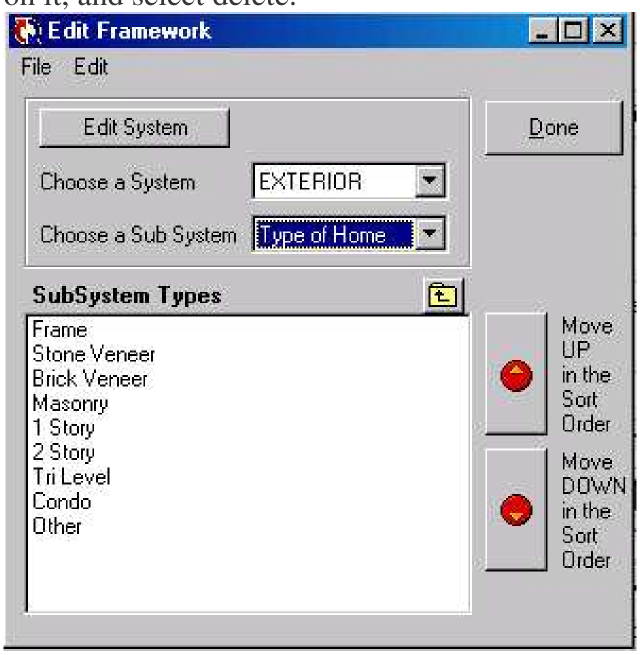



## Customizing Comment Pool

An explanation of how to customize the Comment Pool can be found in the basic Comment Pool help section.

## Edit Framework Items

To Customize the Framework of Systems, click Administrative and select Edit Framework Items. Use the arrows on the right to sort and reorder the items. Click Edit and Rename, Add, Duplicate   To delete a system, highlight that system, and right click on it, and select delete.



# Palm HipPocket

## *Initial Setup*

### Ensure your PDA is properly installed on your computer, and HipPocket is installed on your PDA. Perform a HotSync. Click on the HipPocket icon in Inspectware and ensure it recognizes there is a Palm hooked up to your PC. Create New.

To begin an Inspection, open HipPocket, wait for splash screen, and tap <<Add New>>, name your new inspection, and tap OK. Tap the new inspection to open it.

## *Complete Report*

Similarly to completing the report on the PC, select a system, select a subsystem and select one or more subsystem types. To include comments, tap the comment button and include one or more of the comments from the comment pool. Flag for pictures to be included later, or for further comment. Included Subsystem types transfer to the box on the right. They can be removed by tapping them again.

### Excluding Systems and Subsystems

To exclude an entire system, open a system without selecting a subsystem to enter and tap the N Button and tap OK.

## *Transferring Report to PC*

### Transferring Reports

After you have finished the inspection, HotSync your Palm. The inspection does NOT need to be complete to transfer it. It will be finished on the PC. Open your Inspectware Software. Create a New Report to correspond to your Palm Report. (Be sure to include all required information. See Create New in PC instructions.) Click on the HipPocket logo button. Select the Inspection you wish to upload. Click Upload Palm Inspections. Confirm Upload and Merge for the file. Select the corresponding report, and click Open.

### Merging Reports

If the report is already on the PC and there are differences in the report, for each difference, you will be prompted to select which record to choose. Each entry will be shown on the corresponding side. To choose to use only one report, select the Always Use Handheld or Always Use PC checkboxes, and click the corresponding button.

### Download an Inspection

To download an Inspection Report from the PC to the PDA, click Download an Inspection. You must HotSync before the data will be available on the PDA.

### Delete PDA Inspections

When you have deleted Inspections from the PDA, the next time a HotSync is performed, those Inspections will also be deleted from the PC unless they have been merged into an

Inspection created on the PC.  WARNING:  We recommend always merging Inspections created on the PDA into Inspections created on the PC when uploading them.  This will prevent accidental loss of Inspections.

### Download Framework

To transfer Framework Customizations from the PC to the PDA, first clear the Framework on the PDA by tapping Clear Framework on the main HipPocket Screen. Then click the HipPocket logo in your Inspectware on your PC.  Click Download Framework.  WARNING:  These Framework changes will be permanent, and will apply to all existing reports.    Adding Systems and subsystems will require these to be completed in all previously completed reports.  Removing existing systems and subsystems can corrupt the previous data, and may cause problems.

### Complete Report on PC

Complete the report on the PC, as instructed in the PC Walkthrough.

### Deleting Inspection Reports from the PDA

To delete all the inspection reports from your PDA, in the main HipPocket screen, click Delete All.  Troubleshooting
Cleanup Database

## *Technical Support*

Contact info

## *FAQs*

### I recently purchased InspectWare 2006. I use it on my home PC and my laptop. Is there a way to keep the framework synchronized so if I make changes to one I can export it to the other?

Yes. In fact, all of your customizations and your reports are located in a single file: "hit.dx".  Make a copy of the hit.dx file and cut and paste it onto your laptop or PC computer. When you are finished making changes and/or updates, copy the hit.dx file back again.

### Is there a way to get better compression on my PDF files created in Inspectware?

Yes, there is a free program called PDFCreator available at http://sourceforge.net/projects/pdfcreator/  Go to the site and click the Download link. Once installed, you can use it like you would any printer. Just select Print, choose the printer "PDFCreator" and the PDF will be created for you.

### I added a photo in the comments section, why didn't it appear in the report?

You have the option of showing pictures in the Summary and in the Main Report. Go to Tools -> Preferences -> Reports (tab) and check the Report Pictures options check boxes.

## How do I change the look of the printed report?

You can change the look of the report by going into the Report designer located in View -> Preferences -> Reports (tab) -> Report Designer (button). This will let you change the color of the background from red in the Report Details. You can get rid of lines by changing the color to white. You can change the fonts, colors, sizes etc.

## PALM: I received the following error message when attempting to open-----------opensystemdatabase fail. try to hot synch system.pdb again. I have tried to re synch and it still does not work. any help would be appreciated

You can try installing the files directly. They are located in the Palm folder, usually located at c\Program Files\InspectWare\Palm. Double click on the file: HipPocket_v1-Install.prc or any file you want to install. You should then be prompted to choose a profile. HotSync. If that works, continue with all the *.pdb files.

## I get an error message when I open a comment pool and then save and close it that reads: Error opening dictionary file d:\progra~1\InspectWare

You need to reset your dictionary location. You can do this by going to the menu View -> Preferences. Select the General tab, and at the bottom, under Spell Check User Dictionary, click on the Set Location button.  You can navigate to the UserDic.tlx file in your InspectWare folder.  You can also bring over your user dictionary from previous versions by copying the UserDic.tlx from another computer.

## I added a new SubSystem. Why doesn't it show up in the program?

You need to reload the Screen Framework. Also, SubSystems need at least one Type to show up in the Report

## How do I add Word documents to the report?

First, save the document as an .RTF file (Rich Text Format). Then in the InspectWare program, go to File -> Add Files to Print Job. Here you can add and remove files. Check the box next to the file to easily include it in your report. They will be inserted into the report in the order that you added them.

## I have Windows XP and get an error about a missing file "comdlg32.ocx"

We have a fix for that problem Click here to install the patch.

## Is there a way to e-mail a client a copy of his InspectWare generated Inspection Report and Summary?

The easiest way to do this is to go to Preview All (Full Report), and there you can export as Portable Document Format which is pretty much the internet standard by going to File->PDF Export. Make sure you remember where you save it to. Then you can send an email from your email account and attach the PDF file.