



The Best Spinner

Troubleshooting Guide & FAQ

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Installation & Update

Where do I download (the latest version of) The Best Spinner 3?

www.thebestspinner.com/downloads/SetupTheBestSpinner3.exe

Can I install The Best Spinner on more than one computer?

Yes, but only one account can be logged in at the time. If another instance of the program (with the same username and password) is opened on another computer, the earlier login will be logged out.

After installation of the software, the application fails to initialize

This means you need to download and install the Microsoft .NET Framework Version 2.0 Redistributable Package (x86).

Use the link below to download the correct version from Microsoft:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=0856eacb-4362-4b0d-8edd-aab15c5e04f5>

.Net2 needed to run The Best Spinner

.Net2 can be downloaded from:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=0856eacb-4362-4b0d-8edd-aab15c5e04f5>

.Net needed for a 64 bit machine

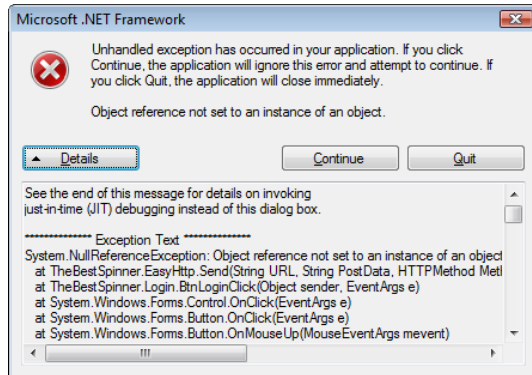
If you are running a 64-bit system, try installing Microsoft .NET Framework 3.5 SP1. The link for the 64-bit system is

<http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=22>

Be sure to include:

- Hotfix for Microsoft .NET Framework 3.5 SP1 (KB958484)
- Update for Microsoft .NET Framework 3.5 SP1 (KB963707)
- Hotfix for Microsoft .NET Framework 3.5 SP1 (KB953595)

When I start the software and click Login I get a “Microsoft. NET Framework” error message



The **Object reference not set to an instance of an object** error means that The Best Spinner can't connect to the server to verify your login credentials and load the synonym database. Verify that you are connected to the internet. If your internet connection works and the problem still occurs, check your firewall settings. Your firewall program may be blocking TBS from communicating over the internet.

Object reference not set to an instance of an object.

This means The Best Spinner can't connect to the server to verify your login credentials and load the synonym database. Verify that you are connected to the internet. If your internet connection works and the problem still occurs, check your firewall settings. Your firewall program may be blocking TBS from communicating over the internet.

I didn't receive a download link in any of the emails

Check your email program's spam/junk folder. An email is sent immediately after you order and pay for the software.

Is there another payment option besides PayPal?

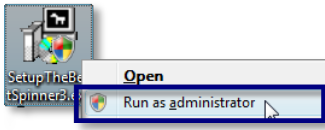
Sorry, PayPal is currently the only accepted payment method for The Best Spinner.

When I try to update the software, I get an “Unknown Software Exception” error

To solve this problem, do the following in this exact order:

1. Completely uninstall TBS3
2. Delete the previous downloaded setup file
3. Restart your computer

4. Download the latest version from the following link
www.thebestspinner.com/downloads/SetupTheBestSpinner3.exe
5. Reinstall The Best Spinner by running the .exe file as administrator (right-click the setup file and select **Run as administrator**)



The application keeps telling me to update, but I want to keep using the current version

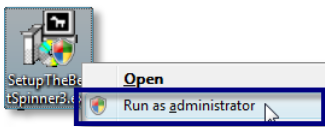
The Best Spinner is regularly updated with new functionality, user suggestions, and bug fixes. To reduce support issues resulting from using old versions of the software, you are required to update to the latest version whenever a new version is available.

The application keeps telling me to update, but I am already using the latest version

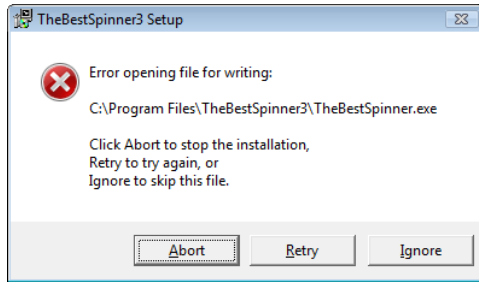
First try to clear your browser cache.

If that doesn't solve the problem, try the following in this exact order:

1. Completely uninstall The Best Spinner from your computer
2. Delete the previous downloaded setup file
3. Clear your browser's cache
4. Restart your computer
5. Download the latest version from the following link
www.thebestspinner.com/downloads/SetupTheBestSpinner3.exe
6. Reinstall The Best Spinner by running the .exe file as administrator (right-click the setup file and select **Run as administrator**)

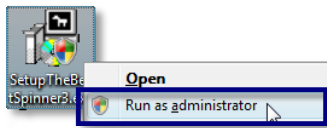


I am trying to reinstall TBS3 but I get an “Error opening file for writing” message



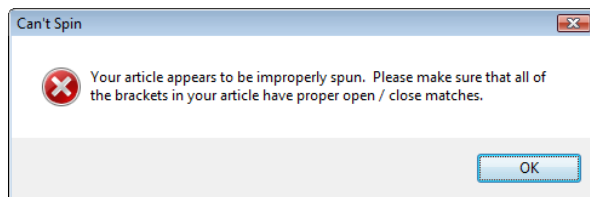
This happens when The Best Spinner is still running on your computer. Sometimes when you close the program, it is still active in the Windows Task Manager. You can end the process in the task manager, but it is better to follow these steps when reinstalling:

1. Completely uninstall TBS3
2. Delete the previous downloaded setup file
3. Restart your computer
4. Download the latest version from the following link
www.thebestspinner.com/downloads/SetupTheBestSpinner3.exe
5. Reinstall The Best Spinner by running the .exe file as administrator (right-click the setup file and select **Run as administrator**)



Working with The Best Spinner

When I open the Spun Article tab, I get a “Can’t Spin” error message



This error means you have a mismatch in your spin brackets. You may have accidentally deleted a bracket somewhere, or you may have added brackets manually and forgotten to add one somewhere.

The Best Spinner helps you find mismatched brackets by highlighting the brackets when you click your mouse in your spintax. When you confirm that two brackets “light up,” you move to the next section of your spintax, until you find a section that does not light up. That will be your culprit.

In the three images below, the cursor position has been indicated by the red square. You see the brackets of the section that was clicked in, light up in dark blue. The last section of the spintax (in image 3) does not light up. As you can see, the opening bracket { before the word **Diets** is missing.

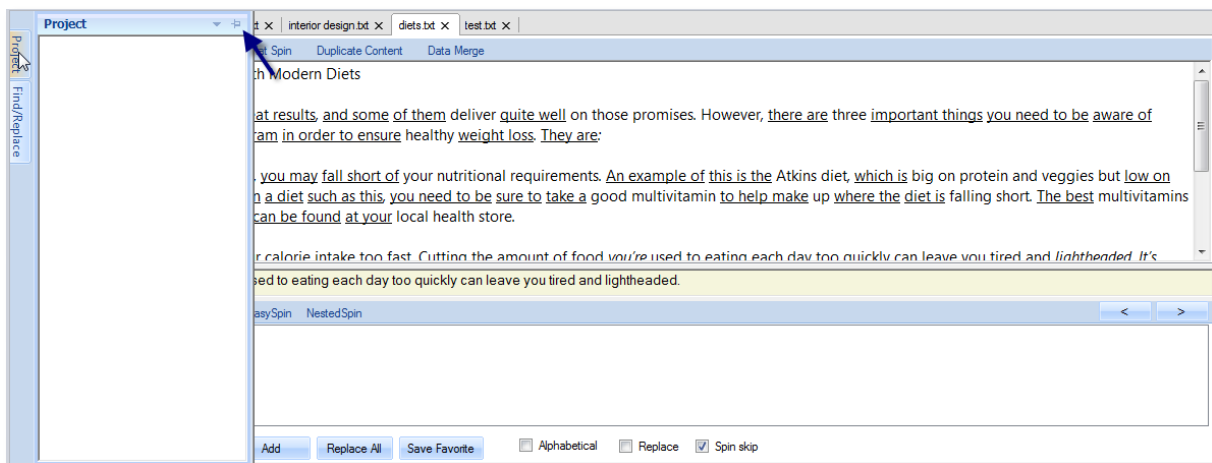
```
{Top 3|Best three|Top three|Top} {Reasons to|Good reasons to|Top reasons to|Why you should} {be Careful|be cautious|be mindful|take care} {with|along with|together with|using} {Modern|Contemporary|Modern day|Modern-day} Diets|Diet programs|Diet plans|Eating plans} 1
```

```
{Top 3|Best three|Top three|Top} {Reasons to|Good reasons to|Top reasons to|Why you should} {be Careful|be cautious|be mindful|take care} {with|along with|together with|using} {Modern|Contemporary|Modern day|Modern-day} Diets|Diet programs|Diet plans|Eating plans} 2
```

```
{Top 3|Best three|Top three|Top} {Reasons to|Good reasons to|Top reasons to|Why you should} {be Careful|be cautious|be mindful|take care} {with|along with|together with|using} {Modern|Contemporary|Modern day|Modern-day} Diets|Diet programs|Diet plans|Eating plans} 3
```

I can't get the project sidebar to stay open

The project sidebar is set to hide itself when you are not using it. You can force it to stay open by clicking the pin in the upper right-hand corner of the sidebar, as indicated in the following image.



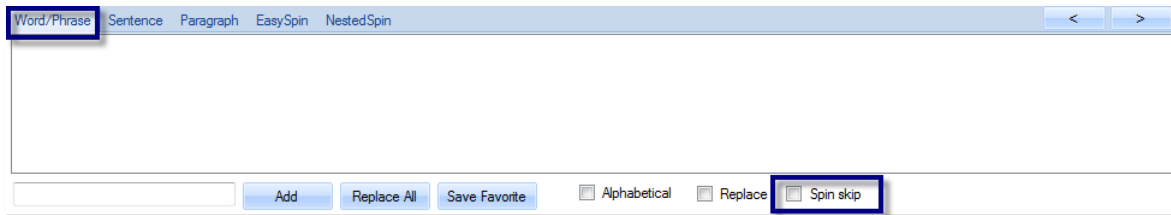
The Article Window will be resized to show all your text, and the tabs will move to the right.

Click the pin again to set the project sidebar to auto-hide.

If the error persists even after you have clearly indicated the title, then save the article in the correct format, restart The Best Spinner, and try to post again.

The Best Spinner won't let me create nested spins (it skips my spintax)

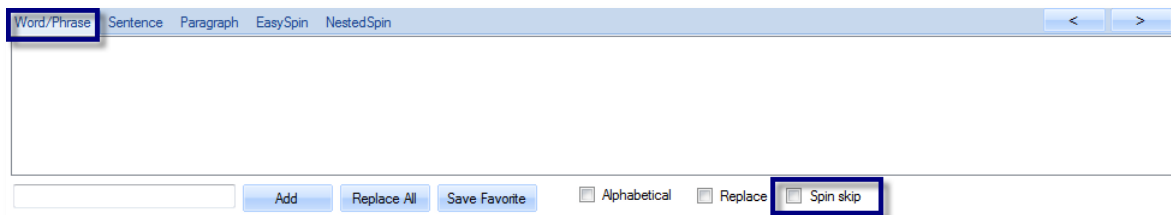
Click the **Word/Phrase** tab and uncheck the **Spin skip** checkbox at the bottom of the Synonym Window.



Also see: [How do I create Nested Spins in the Article Window?](#)

After I spin paragraphs, I can't spin the words and phrases inside the paragraphs

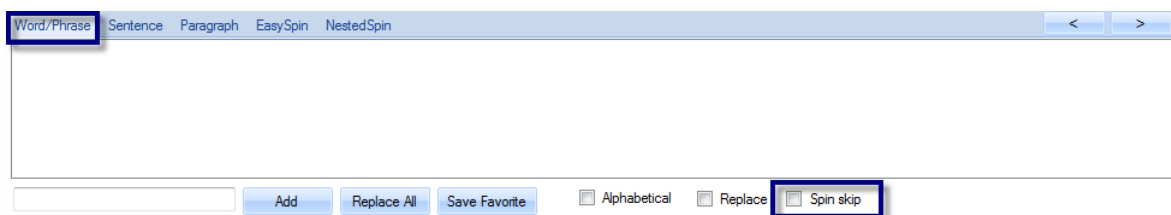
Click the **Word/Phrase** tab and uncheck the **Spin skip** checkbox at the bottom of the Synonym Window.



Also see: [How do I create Nested Spins in the Article Window?](#)

After I spin (a couple of) sentences, Replace Everyone's Favorites doesn't work

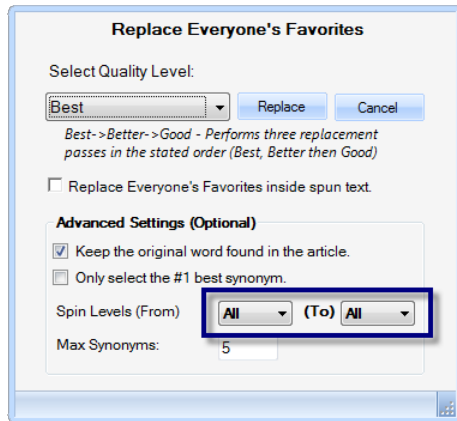
Click the **Word/Phrase** tab and uncheck the **Spin skip** checkbox at the bottom of the Synonym Window.



Also see: [How do I create Nested Spins in the Article Window?](#)

Replace Everyone's Favorites is not working

When you click the **Replace Everyone's Favorite** button on the **Spin Tools** tab on the ribbon, the following window will open.



Check that the **Spin Levels** dropdown lists are set to the correct levels. If you have set the level to 1, The Best Spinner will only spin items *inside* the first level of { }. Setting **Spin Levels** from 1 to 2, for example, means that **Replace Everyone's Favorites** will only apply to already spin-formatted content, at levels 1 and 2.

Set the levels to **All** to also replace terms that aren't already in spin-format.

Why are some words shown in bold?


Terms that are displayed in **bold** are Protected Terms. Watch the [Protecting Terms from Spinning video](#) or refer to the [TBS User Guide](#) for a detailed explanation (including screenshots) of the Protected Terms functionality.

Why are some words shown in italics?

Terms that are displayed in *italics* are terms that are not present in The Best Spinner's thesaurus. In other words, these are terms for which The Best Spinner cannot suggest synonyms. Of course, you can manually add your own synonyms for such terms.

Why are some words underlined?

Words that are underlined are phrases that The Best Spinner has synonyms for in its thesaurus. You can spin the phrase, spin the individual words within the phrase, or you can do both.

When you move through your article (using Tab on your keyboard or the  button in TBS) and TBS comes across a phrase, it will first select and provide synonyms for the phrase, and then select and provide synonyms for the individual words within that phrase.

What is the difference between Auto Rewrite and Auto-Select Synonyms?

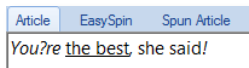
The **Auto Rewrite** function allows you to automatically rewrite your entire article or selected text, by *replacing* most of the content with the very best and safest synonyms from The Best Spinner's thesaurus.

The **Auto-Select Synonyms** option is designed to automatically and quickly create spin-formatted text.

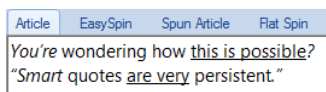
Watch the [Spinning with Automated Tools video](#) or refer to the [TBS User Guide](#) for a detailed explanation (including screenshots) of the Auto Rewrite and Auto-Select Synonyms functionality.

I am using .txt files but in The Best Spinner my article contains weird characters

The Best Spinner only works with plain text files (files with the .txt extension). But even if you copy text from Word to a program like NotePad, save it as a .txt file, and then open it in The Best Spinner, some of the Word formatting still remains. A good example of this are smart quotes: the curly quotes “, ”, ‘ and ’. Make your texts as plain as possible and only use boring old quotes like " and '.



Even if you manage to copy text with smart quotes into The Best Spinner, you will notice that The Best Spinner is not able to provide you with synonyms for any words that contain, or are surrounded by, smart quotes. As you can see in the following image, the words **you're** and **Smart** are displayed in italics (meaning that no synonyms are found).



I have spun 99% of my article, but the uniqueness percentage is much lower than I expected

If your spintax still includes the original words of the article, the uniqueness will be lower than it could be. Use **Remove Orig Word** on the **Spin Tools** tab on the ribbon to increase uniqueness.

Also, spinning entire paragraphs and sentences first, and then spinning words and phrases will significantly improve uniqueness of your articles.

Watch the [Spinning Sentences and Paragraphs video](#) or refer to the [TBS User Guide](#) for a detailed explanation (including screenshots) of this feature.

When I use TBS Check, the whole programs freezes at the “Comparing Texts” phase

It can take up to 60 seconds for the TBS Check to complete. Be patient and it will finish.

Why are synonyms that I have added not available when I open The Best Spinner the next time?

At least two people have to use the same synonym before it will go into the thesaurus. That is by design. If you use “obscure” words, simply put them in your favorites.

General Knowledge Questions

Is there a user guide for The Best Spinner?

<http://thebestspinner.com/TBSUsersGuide.pdf>

Are there any videos to show me how to work with The Best Spinner?

<http://jlforums.com/tbs3-video-tutorials/>

The uniqueness percentage in The Best Spinner 3 is much lower than it was in The Best Spinner 2

The uniqueness percentage is being calculated using new algorithms and is far more accurate in the new version.

For calculation purposes, TBS3 generates 100 spun versions of the article (behind the scenes) and calculates the average percentage of difference in the output texts.

TBS2 only shows the percentage of words in the article that are within brackets.

How do I contact the help desk?

You can ask your questions in the forum at <http://jlforums.com/tbs-version-3-beta/> or contact the help desk at <http://askjonleger.com/support/>. The help desk is open Monday to Friday 1pm to 8pm CST.

Please always be as specific as possible when describing any issues. This will help us help you better and faster!

How do I become an affiliate for The Best Spinner?

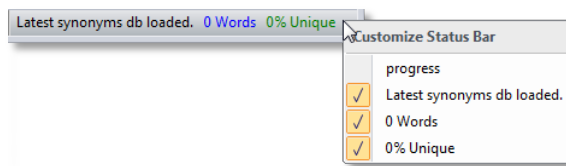
<http://www.thebestspinner.com/?action=affiliates>

Does TBS3 support other languages (e.g. French, Italian, Spanish, German)?

TBS3 does not and will not support other languages, as the user support for the languages in TBS2 was very poor.

Where do I find the uniqueness percentage?

On the status bar, in the bottom right-hand corner of the application. You can customize this **Status Bar** by right-clicking it. A menu with several options will open. Choose which indicators you want to display or hide.



I don't see my own favorites in the list of synonyms when I spin words and phrases

Use **Replace My Favs** on the **Spin Tools** tab on the ribbon. This will replace all your favorites in one go.

Tips & Tricks or: “How do I...?”

How do I quickly delete/clear/cut all text in the Article Window?

1. Click your mouse anywhere in the Article Window
2. Press **Ctrl + A** on your keyboard (this will highlight all text)
3. Press **Ctrl + X** on your keyboard

How do I export my articles to another format, e.g., instead of { } I need {{{ }}}

Watch the [Exporting Your Spins video](#) or refer to the [TBS User Guide](#) for a detailed explanation (including screenshots) of the export functionality.

In short:

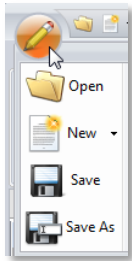
1. Click **Export Spin** on the **Publish** tab on the ribbon. The Export Window will open.
2. Click **Add Format** and enter the desired format settings on the right.
3. Click **Export to File** to create a text file of your spin-formatted article, or click **Export To Clipboard** to copy/paste to other applications and web submission forms.
4. Click **Save** if you want to save this format for future exports.

How do I remove words from my spintax in the Article Window?

Press **Ctrl** on your keyboard and then click on the word inside the spintax. The word will be removed instantly.

How do I Save As?

Click the **Pencil** button in the upper left-hand corner of the program, and select **Save As**.



How do I get capital letters at the start of every word?

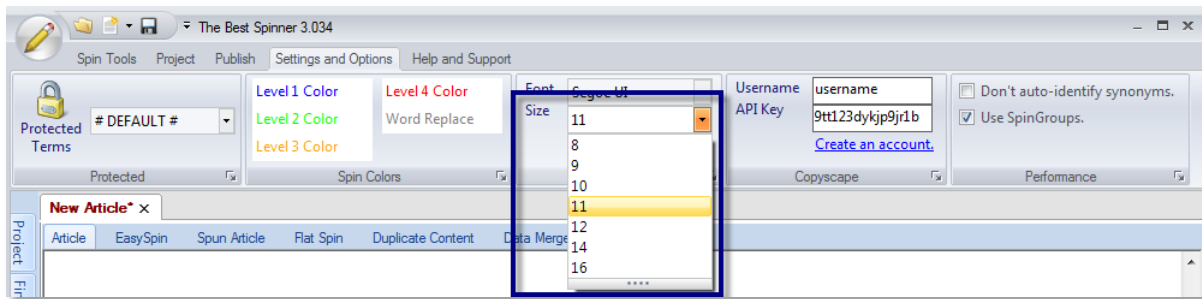
Select/highlight the text you want to apply this to, and press **Ctrl + T** on your keyboard.

How do I create Nested Spins in the Article Window?

1. Step/tab through your text as you normally would, and assign synonyms to create your spintax.
2. Uncheck the **Skip Spin** checkbox at the bottom of the Synonym Window.
3. Put your cursor at the beginning of your article, and step through your text again. Where possible, assign synonyms to the existing spintax to create second level Nested Spins.
4. Keep working through your article and adding Nested Spin levels until you can't spin your article any further.

How do I increase (or decrease) the font size of my articles?

To adjust the *font size* used to display your texts, use the dropdown list next to **Size** on the **Settings and Options** tab on the ribbon.



How do I get The Best Spinner to remember my synonym selections?

By creating favorites. Watch the [Creating, Managing and Using Favorites video](#) or refer to the [TBS User Guide](#) for a detailed explanation (including screenshots) of the Favorites functionality.

How do I use Sentence Spinning?

Watch the [Spinning Sentences and Paragraphs video](#) or refer to the [TBS User Guide](#) for a detailed explanation (including screenshots) of this feature.

How do I use Paragraph Spinning?

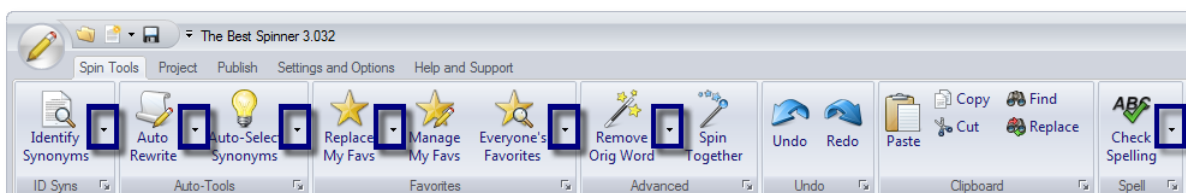
Watch the [Spinning Sentences and Paragraphs video](#) or refer to the [TBS User Guide](#) for a detailed explanation (including screenshots) of this feature.

How do I backup/store My Favorites?

Click **Manage My Favs** on the **Spin Tools** tab on the ribbon, select the category you want to backup/store and click **Export** to save the favorites to your computer.

How do I apply a function to multiple articles?

Instead of clicking the button for that function, click the little downward arrow next to it. You will be given the option to apply the function to **All Open Articles** or to the **Selected Project Folder**.



How do I compare two articles for uniqueness?

Click **Compare Articles** on the **Publish** tab on the ribbon. The Best Spinner allows you to compare two articles, or compare multiple articles.

Watch the [Comparing Articles video](#) or refer to the [TBS User Guide](#) for a detailed explanation (including screenshots) of the Compare Articles functionality.

How do I retrieve an auto-save after a crash?

You don't. TBS3 automatically reloads auto-saves.

How do I use keyboard combinations in TBS3?

Key(s)	Action
TAB	Moves you forward one word (or known phrase) in the current document
SHIFT + TAB	Moves you backward one word (or known phrase) in the current document
CTRL + N	Creates a new document
CTRL + S	Saves the current document
CTRL + O	Loads a document from a file
CTRL + F	Finds text within the current document
F3	Repeats the last Find
CTRL + T	Performs Title Case capitalization on the selected text (makes the first letter of all words capitalized)
CTRL + Mouse Click	If you hold CTRL and click the mouse on a word or phrase inside a block of spin-formatted text, the word or phrase you click on will be removed from the spin text.
ALT + Mouse Click	Like CTRL-Click except it removes the synonym from ALL spin-formatted text matching the one you click in
CTRL + ALT + Mouse Click	Removes ALL synonyms from ALL occurrences of the group of spin-text you click on
ALT + Right-Arrow	Moves to next block of spun text
ALT + Left-Arrow	Moves to previous block of spun text