



CabIQ

CUSTOMER HANDBOOK

CabIQ Team + CabIQ Hub

Shared aviation inspection workflow

Customer Administrators • Leads • Inspectors • Viewers

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About this handbook

This guide explains the complete customer workflow: account activation, CabIQ Team setup, shared inspections, offline work, automatic finding numbering, media, CabIQ Hub review, image annotation, team presence, exports, archives, server retention and troubleshooting.

Customer scope

This handbook covers customer-side operation. 360air.space server administration, Docker, Supabase service administration and platform-wide customer provisioning are intentionally excluded.

1. CabIQ at a glance

CabIQ is a shared inspection workflow for aviation teams. CabIQ Team is the Android application used by inspectors in the field; CabIQ Hub is the browser dashboard used to monitor, review, administer, export and archive the shared inspection.

Component	Purpose
CabIQ Team	Android field application for Aircraft and FAI/SI inspections, findings, photos/videos, offline work and automatic synchronization.
CabIQ Hub	Browser dashboard for shared overview, inspection review, media, image annotations, exports, archives and customer administration.
CabIQ Hub service	Secure shared backend that coordinates users, projects, number reservations, findings, media and synchronization.

Offline-first design

Inspectors can continue working when internet access is lost. Findings and media are saved locally first and synchronize when connectivity returns.



CabIQ Teams: multiple inspectors, one shared Hub, synchronized inspection data.

2. Roles and access

Capability	Administrator	Lead	Inspector	Viewer
View inspections/findings/media	Yes	Yes	Yes	Yes
Use CabIQ Team for normal inspection work	Yes	Yes	Yes	Review only / if enabled
Create inspection in CabIQ Hub	Yes	No	No	No

Capability	Administrator	Lead	Inspector	Viewer
Enter/edit final action in Hub	Yes	Yes	No	No
Annotate images in Hub	Yes	Yes	Yes	View only where restricted
Export report package/full archive	Yes	Yes	Yes	Yes
Request completed server copy removal	Yes	Yes	No	No
Register users / change roles / branding	Yes	No	No	No
See live Team connection status	Yes	No	No	No

Administrator scope

A customer Administrator controls only the customer organization they belong to. They do not see other CabIQ customers or 360air.space platform administration.

3. Account activation and sign-in

3.1 New user invitation

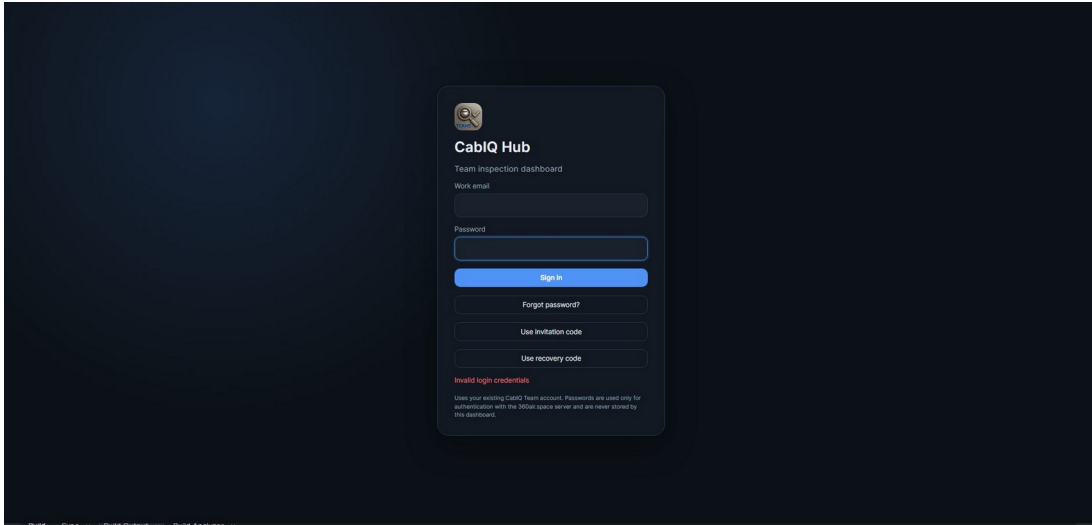
1. Open the CabIQ welcome email sent to your work address.
2. Select Accept invite. If the link cannot be used, choose Use invitation code on the CabIQ Hub sign-in page and enter the 6-digit code.
3. Choose your own CabIQ password.
4. Sign in to CabIQ Hub or CabIQ Team with your work email and password.

Passwords

Administrators and 360air.space support cannot see an existing user password. A forgotten password is reset; it is not retrieved.

3.2 Password recovery

Select Forgot password? on the CabIQ Hub sign-in page. A Customer Administrator can also send a password reset from Team & Access. Recovery codes are one-time verification codes, not passwords.



CabIQ Hub sign-in screen.

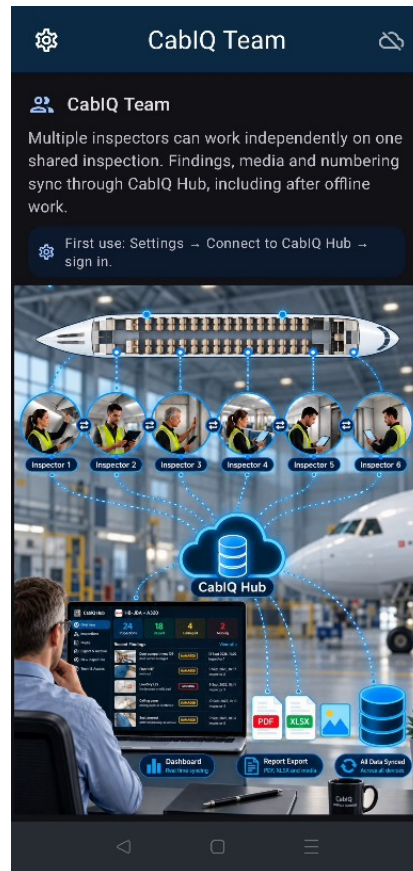
4. CabIQ Team first setup

The customer release uses the managed CabIQ production connection. The Hub address and publishable app key are built into the release configuration and are not shown to normal users.

1. Install CabIQ Team on the Android device.
2. Open Settings using the gear icon.
3. Choose Connect to CabIQ Hub.
4. Enter your CabIQ work email and password.
5. After successful sign-in, return to the Home screen. The cloud icon shows the connection state.

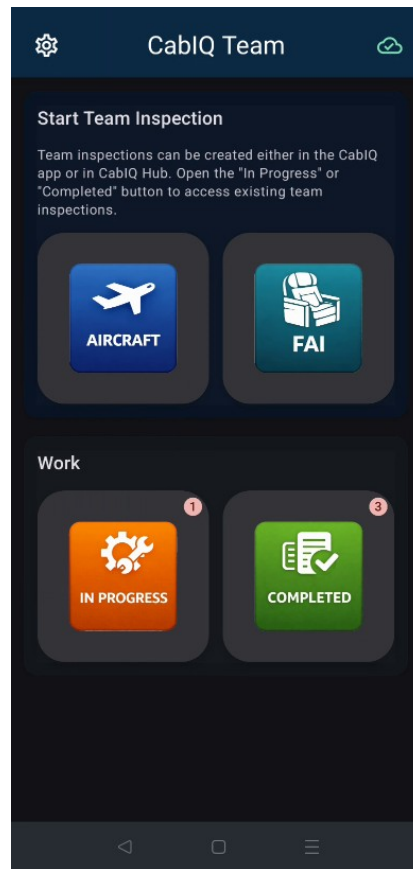
Normal customer setup

Users enter only their work email and password. They do not need to enter or know the Hub URL or public app key.



First-use information screen in CabIQ Team.

5. CabIQ Team home screen



CabIQ Team operational Home screen.

Area	What it does
Aircraft	Create a new aircraft inspection.
FAI	Create a First Article / Source Inspection project.
In Progress	Open active inspections. Badge indicates available active work.
Completed	Open completed inspections.
Settings	Hub connection, user/session controls, backup/restore and Help & information.
Cloud icon	Shows current validated online/offline state; tap for connection information.

6. Creating an inspection

A Team inspection can be created in CabIQ Team, or by a Customer Administrator in CabIQ Hub. Once created on the Hub, it is available to authorized Team devices in the same customer organization.

6.1 Aircraft inspection

Field	Use
Inspection date	Reference date

Field	Use
Airline	Operator/customer reference
Aircraft type	Example: A320, A330, B787-9
MSN	Manufacturer serial number
Registration	Aircraft registration
Location	Inspection location
MRO	Maintenance organization
Check type	Check or work package reference
Finding numbering	Automatic, none, or optional manual reference

6.2 FAI / SI inspection

FAI/SI projects capture project, airline, location, supplier, part name, part number, serial number, equipment type and weight. The finding workflow is then the same as for aircraft inspections.

7. Automatic team numbering

Automatic team numbering is designed for teams that use numbered stickers or written finding numbers. CabIQ keeps one shared number sequence while allowing each device to continue safely offline.

7.1 Number blocks

Each Team device reserves a block of 20 unique numbers from the Hub. Different devices receive different blocks, so two inspectors cannot use the same automatic finding number.

Example	Reserved numbers
Inspector / Device A	1–20
Inspector / Device B	21–40
Inspector / Device C	41–60
Device A next block (example)	61–80

Blocks do not have to be consecutive per inspector

The shared inspection sequence is coordinated across all devices. Device A may move from 1–20 to 61–80 because other inspectors reserved the numbers in between.

7.2 What happens when 20 numbers are used?

CabIQ normally reserves the next block before the current one is exhausted. When approximately 5 numbers remain, the device tries to reserve another block of 20 in the background. If the device is online, the inspector continues without interruption.

7.3 Offline exhaustion

If a device is offline, it can continue using all numbers already reserved locally. If every reserved number is consumed before connectivity returns, CabIQ cannot safely invent another number because another inspector may already own the next range. The device therefore asks to connect to CabIQ Hub once, reserves another block, and then continues.

Unused numbers

Reserved automatic numbers are not recycled between inspectors. Gaps are acceptable and safer than reusing a number that may already be written on an aircraft or component.

7.4 Other numbering modes

Mode	Behaviour
No finding numbers	No visible number is required; CabIQ still uses an internal unique ID for synchronization.
Optional number or reference	Inspector can enter an external sticker/project/supplier reference or leave the field blank.

8. Finding workflow

Field / action	Explanation
Finding number / reference	Automatic, blank, or manually entered depending on project numbering mode.
Title	Short identification of the issue.
Description	Technical detail and context.
Severity	Choose the appropriate severity classification.
Requested action	For example Repair, Replace or Clean.
Attachments	Add photos or videos as evidence.
Save	Writes locally first; synchronization follows automatically.
Completed	Marks the finding workflow step as completed.
Final action	Disposition entered later by a Lead or Administrator in CabIQ Hub.

Local-first save

The app does not wait for the network before protecting the inspector's entry. A saved finding is stored locally, then synchronized when the Hub is reachable.

9. Offline work and synchronization

CabIQ continuously monitors Android network validation. When the network becomes unavailable, the cloud state changes to offline. The inspector can continue working normally.

- Findings and media remain on the device while offline.
- Automatic numbers already reserved for that device remain valid offline.
- When connectivity returns, CabIQ reconnects and synchronizes pending work automatically.
- Long-running sessions refresh the CabIQ authentication token automatically when possible.
- If the session cannot be refreshed, CabIQ asks the user to sign in again.

Offline message

The intended user message is simple: continue working; findings and media are saved locally and will synchronize automatically when the device is online again.

9.1 Conflicts

CabIQ uses revision-aware synchronization. If the same finding is changed independently on two devices before either can synchronize, CabIQ can mark the finding as a conflict instead of silently overwriting another inspector's work. Review the conflict and keep the intended version.

10. Photos, videos and image annotation

Media belongs to the finding that created it and is shared only within the customer organization.

10.1 Photos

- Use a context photo to identify the area, then a close-up where necessary.
- Photos synchronize to the private CabIQ media store when the device is online.
- CabIQ Hub can display and annotate images directly.

10.2 Image annotation in CabIQ Hub

Open a picture in CabIQ Hub and choose Annotate image. Available tools include arrow, circle, rectangle, freehand drawing, text, colour, line width, undo and clear annotations.

When saving, the user chooses one of two outcomes:

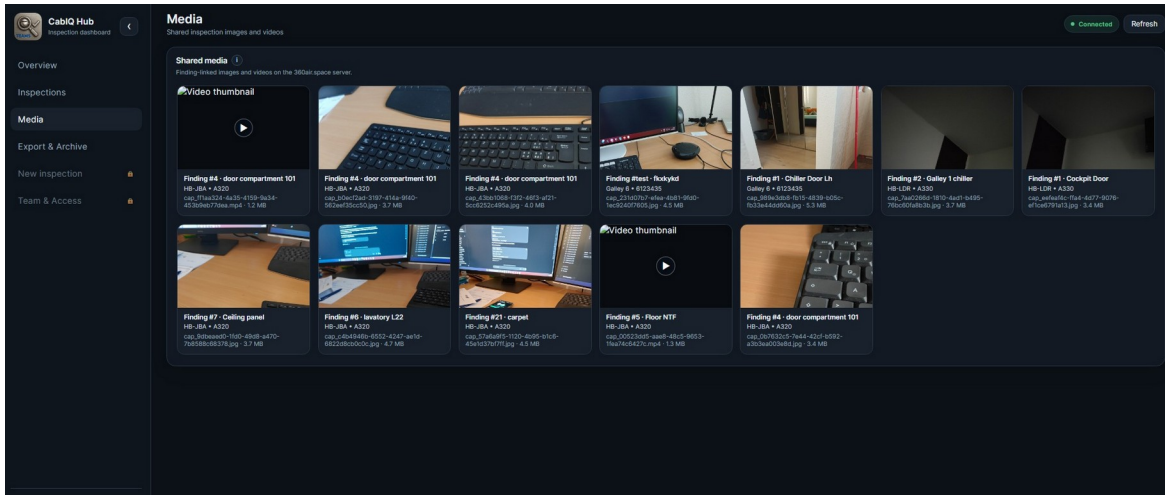
Save choice	Result
Replace original	The edited image becomes the active media item in the same position. The previous item is retired from normal use.
Save as additional image	The original remains unchanged and the annotated version is added as another media item on the same finding.

Only pictures are editable

Videos remain view-only. CabIQ intentionally does not alter video evidence.

10.3 Video playback

CabIQ stores the original video. If a browser cannot decode the phone's source codec, CabIQ Hub creates a cached browser-compatible H.264/AAC preview for playback. The original evidence file remains unchanged and is still used in the archive.



CabIQ Hub Media page: shared photos and videos linked to findings.

11. CabIQ Hub overview

Page	Purpose
Overview	Active inspection, finding and media totals; recent inspections and inspector contribution.
Inspections	Search and open current/completed inspection projects.
Media	Browse shared photos and videos; open and annotate pictures.
Export & Archive	Create report packages, full archives and manage server retention.
New inspection	Customer Administrator creates Aircraft or FAI/SI inspections.
Team & Access	Customer Administrator manages users, roles, presence and customer branding.
Help	Built-in customer help for normal operation and troubleshooting.

11.1 Inspection detail

Opening an inspection shows the complete server finding list. Columns include number, finding, inspector, media, severity, requested action, final action and update information. Media thumbnails open the original media viewer; image items can be annotated.

12. Team & Access administration

Team & Access is visible to Customer Administrators. It manages users inside the current organization only.

12.1 Register a user

1. Open Team & Access.
2. Enter the user name and work email.
3. Choose Inspector, Lead, Viewer or Administrator.
4. Select Register user.
5. The user receives an invitation and creates their own password.

12.2 Role changes, reset and removal

- Change the role and save it when responsibilities change.
- Use Reset password to send a recovery email; existing passwords are never shown.
- Delete a user when access is no longer required. Synchronize that inspector's device first if it may contain pending work.

12.3 Team connection status

Administrators can see who is currently connected under Team & Access. CabIQ Team sends a lightweight presence heartbeat every 30 seconds while the app is foregrounded, signed in and online. A recent heartbeat is shown as Connected; older devices appear Offline with their last-seen information.

Presence is not inspection tracking

The heartbeat updates device presence only. It does not transmit inspection content by itself.

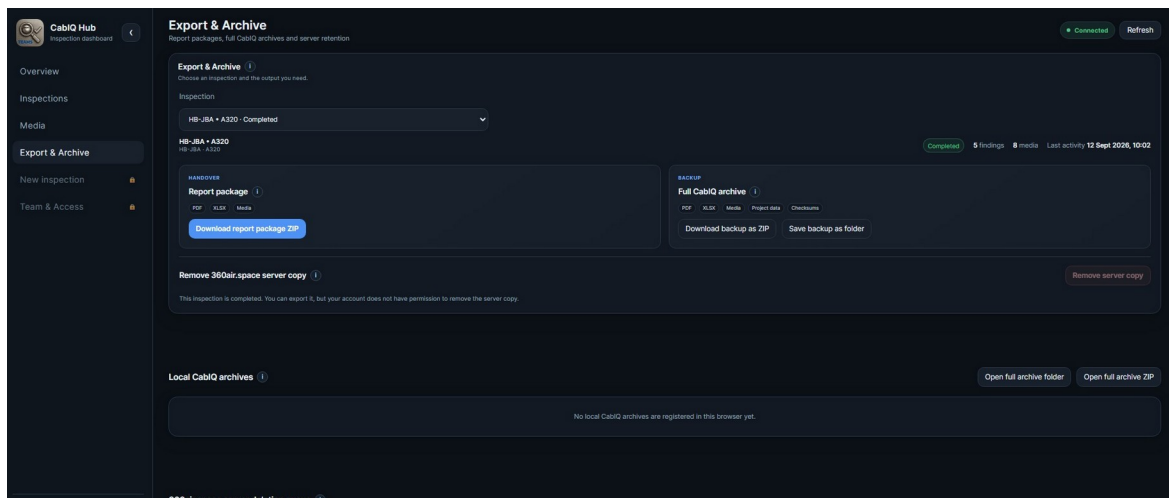
13. Customer branding

Customer Administrators can upload the organization logo in Team & Access. It appears with inspection presentation and on the first page of exported PDF reports.

Requirement	Limit
Format	PNG
Maximum size	2 MB
Maximum dimensions	1600 × 1600 px
Transparent background	Supported

CabIQ product branding remains unchanged; customer branding is additional report/organization identification.

14. Export, reports and full archives



Export & Archive page in CabIQ Hub.

14.1 Report package

Content	Purpose
PDF	Human-readable inspection report with findings, final actions and evidence previews.
XLSX	Structured Excel workbook for handover, analysis and record keeping.
Media	Original finding photos and videos.

Choose Download report package ZIP for normal distribution or customer handover.

14.2 Full CabIQ archive

The full archive is the long-term CabIQ backup. It contains the report package plus project data and checksums so an inspection can be reopened later even after the server copy is removed.

- Download backup as ZIP, or save the archive as a folder when supported by the browser.
- Keep the archive ZIP/folder itself as the source of truth. A browser shortcut to a local archive is only a convenience.
- Use Open full archive ZIP / folder to reopen retained projects later.

Archive before server removal

Do not request removal of the 360air.space server copy until the full CabIQ archive has been created, verified and stored in the agreed customer retention location.

15. Removing the server copy

For completed inspections, an authorized Lead or Administrator can request removal of the active 360air.space server copy after a verified full archive exists.

1. Complete the inspection.
2. Create and verify the full CabIQ archive.
3. Store the archive in the agreed customer location.
4. Select Remove server copy.
5. CabIQ removes the project from active access and starts the recovery period.

A protected recovery copy remains for one calendar month. During that period the removal can be cancelled and the active server copy restored. After the retention deadline the purge becomes permanent.

Recovery window

The one-month period is intentionally a safety buffer, not the customer's long-term archive. The customer archive must already exist before removal is requested.

16. Shared devices and user switching

Different authorized users from the same customer organization can use the same physical CabIQ Team device.

- Use Sign out / switch user in Settings.
- CabIQ protects unsynchronized work and can block switching until pending changes are synchronized.
- A normal same-customer user switch keeps the managed Hub configuration.

Different customer organizations

A device cannot simply switch from Customer A to Customer B while customer data remains cached. Cross-customer use requires deliberate reset/reprovisioning to protect tenant isolation.

17. Security and customer separation

- Each customer has an isolated CabIQ organization/workspace.
- Customer users cannot see the Customers administration page or data from another organization.
- Projects, findings and media are restricted to authorized members of the organization.
- The release app hides the managed Hub URL and publishable key; user authentication is still required.
- The publishable app key is not a password or secret authorization bypass. Access is enforced by authenticated users, organization membership and server policies.
- Service-role/admin keys, database passwords and server administration credentials are never placed in the customer app.
- CabIQ Team disables Android automatic OS backup of customer inspection data; manual CabIQ backup/restore remains available.

Suspected access issue

If a user ever sees information that appears to belong to another organization, stop using the affected account/device and contact 360air.space support immediately.

18. Troubleshooting

Situation	Recommended action
Cannot sign in	Confirm the work email and password. Use Forgot password? if necessary.
Invitation link fails	Use the invitation code from the welcome email.
Cloud shows offline	Continue working; local changes will synchronize when the validated network returns.
Session expired	CabIQ normally refreshes automatically. If it cannot, sign in again from Settings.
Finding/media not visible on another device	Confirm both devices are online and allow synchronization to complete.
Automatic numbers exhausted offline	Reconnect the device to CabIQ Hub once so it can reserve another number block.
Cannot switch user	Synchronize pending work first. Cross-customer switching is intentionally blocked.
Video has audio/timeline but no picture	CabIQ Hub should create a compatible browser preview; refresh and reopen the video.
Logo upload rejected	Use PNG under 2 MB and no larger than 1600 × 1600 px.
Hub looks outdated after an update	Press Ctrl+F5 to force the browser to load the latest files.

19. Recommended operating practice

- Use named individual accounts. Do not share one login between inspectors.
- Give Administrator rights only to people who need customer user/access/report administration.
- Before going offline, briefly open the inspection while online so automatic number capacity and shared data can be prepared.
- Synchronize devices before user switching, uninstalling the app or removing an account.
- Use concise finding titles and clear technical descriptions.
- Capture both context and close-up photos for defects that are difficult to locate.
- Use image annotations to highlight evidence, not to alter the underlying technical meaning.
- Review final actions before issuing the final report package.
- Keep a verified full CabIQ archive for every inspection that must be retained independently of the server.
- Use XLSX rather than legacy XLS for structured handover.

20. Go-live and handover checklists

20.1 Customer go-live

- ☐ Customer Administrator account activated
- ☐ Customer logo uploaded if required
- ☐ Inspector/Lead/Viewer accounts created
- ☐ CabIQ Team installed on required Android devices
- ☐ Each device successfully connected with a named user
- ☐ Online synchronization tested
- ☐ Offline finding + media test completed and synchronized after reconnect
- ☐ Automatic numbering tested across at least two devices if used
- ☐ Team connection presence visible to Administrator
- ☐ Image annotation tested
- ☐ Video playback tested in Hub
- ☐ PDF/XLSX/media report package reviewed
- ☐ Full CabIQ archive created and reopened/tested
- ☐ Server retention/removal process understood by Administrator/Lead

20.2 Inspection handover

- ☐ All findings synchronized
- ☐ Finding numbers and descriptions reviewed
- ☐ Media opens correctly
- ☐ Final actions entered where required
- ☐ Project marked completed
- ☐ Report package generated and checked
- ☐ Full CabIQ archive created if required
- ☐ Archive stored in agreed customer location
- ☐ Server copy retained or removal requested according to policy

21. Quick reference

Need	Where
Sign in to CabIQ Hub	https://cabiq.360air.space
First-time CabIQ Team connection	Settings → Connect to CabIQ Hub → work email + password
Start inspection	CabIQ Team Home: Aircraft / FAI, or Hub: New inspection (Administrator)
Open active inspection	CabIQ Team: In Progress, or Hub: Inspections
Open completed inspection	CabIQ Team: Completed, or Hub: Inspections
Manage users / roles / connected status	Hub: Team & Access (Administrator)
Annotate a picture	Hub: open image → Annotate image
Export report package	Hub: Export & Archive → Download report package ZIP
Create full archive	Hub: Export & Archive → Full CabIQ archive
Help	Hub: Help, or CabIQ Team Settings → Help & information

Support information

When contacting support, include your organization name, work email, inspection/project name, device model, CabIQ Team version and a screenshot of the message where possible. Never send passwords, database passwords or server/admin keys.

CabIQ

Shared inspection work, online or offline.

360air.space