

CablQ

CUSTOMER HANDBOOK

CablQ Team + CablQ Hub

Shared aviation inspection workflow

Customer Administrators - Leads - Inspectors - Viewers

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Handbook version 2.4

What changed in v2.4

Updated for CablQ Hub 0.7.26: Hub finding review/editing, preservation of the original mobile field note, reviewed descriptions used for PDF/XLSX reporting, review history, and the new optional Finding State column with Open, Accepted / Closed, Closed / No action, or free-text state.

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About this handbook

This guide explains customer-side operation: account activation, CabIQ Team setup, shared inspections, offline work, automatic finding numbering, media, CabIQ Hub finding review, optional finding states, exports, archives, server retention and troubleshooting.

Customer scope

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, finding review, optional finding state, media, image annotations, exports, archives and customer administration.
CabIQ Hub service	Secure shared backend coordinating users, projects, number reservations, findings, media, review history, state 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.

2. Roles and access

Capability	Administrator	Lead	Inspector	Viewer
View inspections/findings/media	Yes	Yes	Yes	Yes
Normal CabIQ Team inspection work	Yes	Yes	Yes	Review only / if enabled
Create inspection in Hub	Yes	No	No	No
Review/edit finding description in Hub	Yes	Yes	No	No
Set optional finding State in Hub	Yes	Yes	No	No
Enter/edit Final Action in Hub	Yes	Yes	No	No
Annotate images in Hub	Yes	Yes	Yes	View only where restricted
Export report/full archive	Yes	Yes	Yes	Yes
Request completed server-copy removal	Yes	Yes	No	No
Register users/change roles	Yes	No	No	No

Administrator scope

A customer Administrator controls only their own customer organization. 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. An administrative reset revokes the user's active CabIQ sessions; local unsynchronized inspection data remains on the device and the user signs in again with the new password.

4. CabIQ Team first setup

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

Normal customer setup

The managed Hub address and publishable app key are built into the customer release. Users enter only their work email and password.

5. CabIQ Team home screen

Area	Purpose
Aircraft inspection	Start or continue aircraft/cabin/walkaround inspection work.
FAI / SI	Start or continue First Article / Source Inspection work.
In Progress	Open active inspections.
Completed	Open completed inspections.
Settings	Hub connection, user/session controls, backup/restore and help.

6. Creating an inspection

CabIQ Team can start Aircraft or FAI/SI inspections from the Home screen. Customer Administrators can also create inspections from New inspection in CabIQ Hub.

Inspection type	Typical project information
Aircraft	Airline, aircraft type, MSN, registration, location, MRO and check type.
FAI / SI / component	Supplier, project, part/component information, serial number, equipment type and project location.

7. Automatic team numbering

Automatic numbering uses one coordinated finding-number sequence across the complete inspection team. Each device reserves a unique block of 20 numbers so inspectors can continue offline without duplicates.

- When about 5 numbers remain, CabIQ tries to reserve another block automatically.
- The next block for one inspector may not be consecutive because other devices may own the intervening numbers.
- If reserved numbers are exhausted while offline, reconnect once to reserve another block.
- Unused reserved numbers are not recycled; gaps are acceptable and safer than reusing a number already written on an aircraft/component.

7.1 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 the project numbering mode.
Title	Short identification of the issue.
Description / field note	Concise technical description entered on the mobile device. It remains preserved as the original field note after Hub review.
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 mobile finding workflow step as completed.
Final Action	Optional corrective-action/result text entered later by a Lead or Administrator in CabIQ Hub.
State	Optional Hub field used where a formal finding disposition is useful, especially FAI/SI or supplier-quality workflows.

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.

8.1 Reviewing and editing a finding in CabIQ Hub

In the field, inspectors often enter a short description so work can continue quickly. A Lead or Administrator can later open Review / edit in CabIQ Hub and prepare a complete, corrected description for reporting.

Element	Behaviour
Original field note	Read-only copy of the mobile description. It is never overwritten by Hub wording.
Reviewed description	Editable Hub wording for spelling corrections, clearer technical language and additional context.
Reviewed indicator	Shows that a Hub review has been saved, together with reviewer/time information.
Review history	Keeps previous Hub review revisions so wording changes remain traceable.
Clear reviewed wording	Returns report output to the original mobile field note without deleting the original field note.

Reporting rule

If a Reviewed description exists, PDF and XLSX reports use it. If no Reviewed description exists, reports use the original mobile field note.

8.2 Optional Finding State

Finding State is intentionally separate from Review / edit and from Final Action. It is optional. Use it only when the inspection process benefits from a formal disposition or closure state.

State	Meaning
Not set	No formal state is required. This is valid and may be appropriate for normal aircraft inspections.
Open	Further action or review remains pending.
Accepted / Closed	Finding is accepted as-is and no further corrective action is required.
Closed / No action	Finding is closed without corrective action.
Other...	Enter a short project-specific free-text state, up to 120 characters.

Typical use

FAI, Source Inspection, incoming inspection, supplier-quality and delivery workflows often benefit from State. A routine aircraft inspection may not need it at all.

8.3 Review, Final Action and State are different

Field	Question it answers	Mandatory?
Reviewed description	How should the finding be described in the formal report?	No
Final Action	What corrective action/result was carried out or recorded?	No
State	What is the formal disposition/closure state?	No

9. Offline work and synchronization

CablQ 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, CablQ reconnects and synchronizes pending work automatically.
- Long-running sessions refresh the CablQ authentication token automatically when possible.
- If the session cannot be refreshed, sign in again from Settings.

9.1 Conflicts

CablQ uses revision-aware synchronization. If the same mobile finding is changed independently on different devices before either can synchronize, CablQ can mark a conflict instead of silently overwriting another inspector's work. Hub reviewed descriptions and optional State are stored separately from the original mobile description so later Team synchronization does not overwrite the reviewed wording.

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 CablQ media store when the device is online.
- CablQ Hub can display and annotate images directly.

10.2 Image annotation in CablQ Hub

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

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.

10.3 Video playback

CablQ stores the original video. If a browser cannot decode the phone's source codec, CablQ 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.

11. CablQ Hub overview

Page	Purpose
Overview	Active inspection, finding and media totals plus recent activity.
Inspections	Search/open shared projects and the complete server finding list.
Media	Browse shared photos/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 and Team connection presence.
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, optional State and update information. Columns can be rearranged by dragging their headers.

- Review / edit opens the finding wording review without changing the original mobile field note.
- The Reviewed pill marks a saved Hub wording review.
- Final Action remains a separate editable field for Lead/Administrator users.
- State appears as a separate optional column between Final Action and Updated.
- State changes are saved independently from reviewed-description revisions.

11.2 Suggested post-inspection review workflow

10. Open the completed or near-completed inspection in CabIQ Hub.
11. Work through each finding and correct/expand wording with Review / edit where needed.
12. Confirm photos/videos and image annotations.
13. Enter Final Action where a corrective result needs to be recorded.
14. Set the optional State only where the project workflow requires a formal disposition.
15. Generate PDF/XLSX and verify the report before handover.

12. Team & Access administration

Team & Access is visible to Customer Administrators. It manages users, roles, password recovery and current CabIQ Team connection status inside the current organization only.

12.1 Register a user

16. Open Team & Access.
17. Enter the user name and work email.
18. Choose Inspector, Lead, Viewer or Administrator.
19. Select Register user.
20. 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 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 branding is configured centrally by 360air.space during customer setup. Customer Administrators do not edit the organization logo in Team & Access. If the logo must be added or changed, contact the 360air.space CabIQ server administrator.

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

When configured, the customer logo appears with inspection presentation and on the first page of exported PDF reports. CabIQ product branding remains unchanged; the customer logo is additional organization identification.

14. Export, reports and full archives

14.1 Report package

Content	Purpose
PDF	Professional report for review, handover and records. Uses Reviewed description where available; otherwise the original field note. Optional State is included when set.
XLSX	Structured workbook for handover, analysis and record keeping. Uses the same effective finding description and optional State.
Media	Original finding photos and videos.

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

Review before export

A Hub review changes the reporting wording, not the preserved original mobile field note. This lets the report be professionally corrected without losing field evidence.

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 is only a convenience and is visible only to the CabIQ account and customer organization that registered it.
- 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

21. Complete the inspection.
22. Create and verify the full CabIQ archive.
23. Store the archive in the agreed customer location.
24. Select Remove server copy.
25. 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.

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, media, review history and optional finding states are restricted to authorized organization members.
- The release app hides the managed Hub URL and publishable key; user authentication is still required.
- 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.

18. Troubleshooting

Situation	Recommended action
Cannot sign in	Confirm work email/password. Use Forgot password? if necessary.
Invitation link fails	Use the invitation code from the welcome email.
Cloud shows offline	Continue working; local changes synchronize when the validated network returns.
Session expired	CabIQ normally refreshes automatically. If it cannot, sign in again from Settings.
Finding/media missing 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.
Reviewed description not shown in report	Confirm the Hub review was saved, then regenerate the report package.
State not required for this inspection	Leave State as Not set. It is optional.
Custom State not saved	Select Other..., enter the short custom state and leave the field/press Enter so it is saved.
Video has audio/timeline but no picture	Refresh and reopen; CabIQ Hub should create a compatible browser preview.
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 field notes in the mobile app.
- After the inspection, use Hub Review / edit for spelling correction, clearer technical wording and fuller report descriptions.
- Do not use Reviewed description to hide or rewrite the original field evidence; the original note remains available for traceability.
- Use State only when the project benefits from a formal disposition. Leave it Not set when not required.
- Keep Final Action separate from State: Final Action records what was done; State records the optional disposition/closure status.
- 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 and optional states 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 supplied to 360air.space 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

- ☐ Hub Review / edit tested with original note preserved
- ☐ Optional State tested (including Not set) if the customer intends to use it
- ☐ 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 original descriptions reviewed
- ☐ Reviewed descriptions completed where required
- ☐ Media opens correctly
- ☐ Final actions entered where required
- ☐ Optional State set only where required
- ☐ Project marked completed
- ☐ PDF/XLSX generated and checked for reviewed wording/state
- ☐ 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/completed inspection	CabIQ Team: In Progress / Completed, or Hub: Inspections
Review/correct finding wording	Hub: Inspections -> open project -> Review / edit
Set optional finding State	Hub: inspection finding list -> State column
Enter Final Action	Hub: inspection finding list -> Final Action column
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

For customer-account, access, branding or platform questions, contact 360air.space through the agreed customer support channel.