



# **CONNECT® Analytics**

## Employee IoT ECaSP User Guide

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# Introduction to CONNECT® Analytics

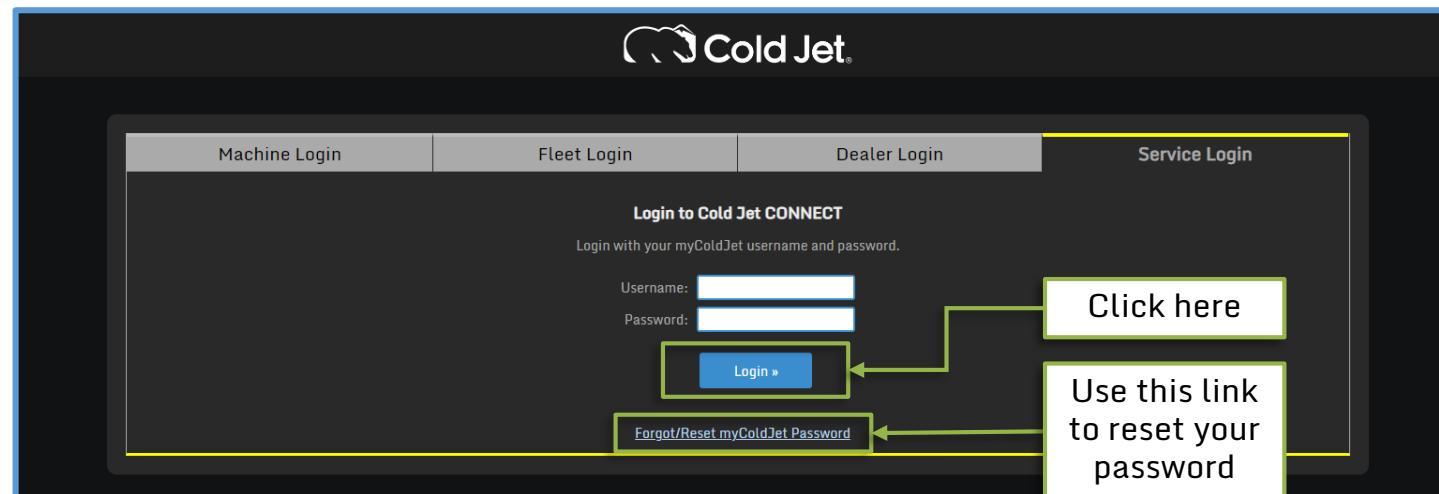
- The CONNECT® Analytics portal allows owners of Cold Jet's IoT-equipped blasting equipment to see information about how their machine is being used.
- To access this page, enter [www.coldjetconnect.com](http://www.coldjetconnect.com) in the URL of your browser, and click 'Administration/Service Login'.

The screenshot shows the main interface of the Cold Jet CONNECT Analytics portal. At the top, it says "Cold Jet. CONNECT®" and "Select what you need from the options below." A green box highlights the "Administration/Service Login" button, which is shown as a laptop screen displaying real-time data (e.g., 7.3, 0.43, 188.2). To the left of the login button is a QR code labeled "Machine Specific - by QR Code" with the identifier "C0010000x". Below the login button is a section titled "Cold Jet CONNECT® Plans" showing four plan levels: CONNECT (basic), PROFESSIONAL (medium), and ENTERPRISE (high). At the bottom, there is a "CONNECT® Quick Start" section with a "English" language dropdown.



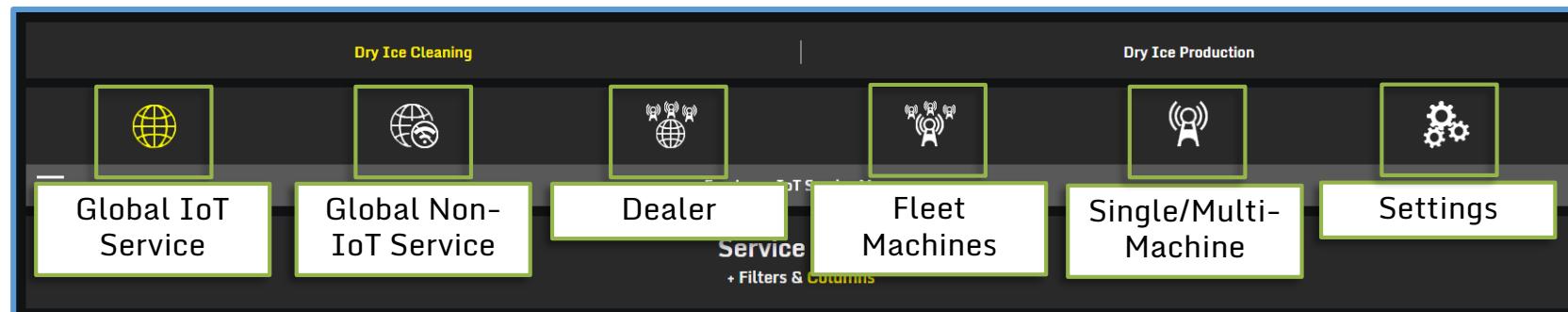
# How to Login

- **Machine Login** is for machine owners to sign into their CONNECT® Analytics account using an authentication code.
- **Fleet Login** is for fleet customers to sign into their CONNECT® Analytics account using a username and password.
- **Dealer Login** is for dealers to sign into their CONNECT® Analytics account using their myColdJet username and password.
- **Service Login** is for Cold Jet employees. Login using your myColdJet username and password.



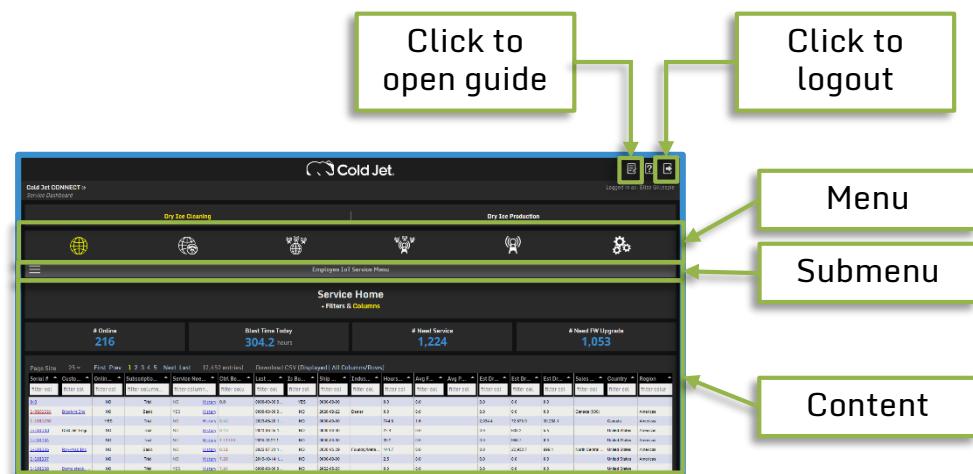
# Navigation

- The **Global IoT Service** section shows data from all IoT ECaSP machines.
- The **Global Non-IoT Service** section shows data from non-IoT ECaSP machines.
- The **Dealer** section shows data from all IoT ECaSP machines that are owned by the selected dealer.
- The **Fleet** section shows data regarding groups of customer machines.
- The **Single/Multi- Machine** section shows data regarding a specific machine.
- The **Settings** section is where you tailor the display information in CONNECT® to your liking.



# Page Overview

- There are 3 main components of the **Global IoT Service**, **Global Non-IoT Service**, **Dealer**, **Fleet**, and **Single/Multi- Machine** pages:
  - The **menu** is used to navigate through different sections of CONNECT® Analytics.
  - The **submenu** is used to navigate between pages.
  - The **content** of the page.
- You can return to the login page by clicking the **logout** icon.
- You can open the user guide by clicking the **?** button.



# IoT Service Overview

- The globe icon indicates the **Global IoT Service** section of CONNECT® Analytics, accessible only to Cold Jet employees.
- To change the information displayed, you may select any of the options in the submenu.

Global Service (IoT)

Click here →

The screenshot shows the 'Employee IoT Service Menu' with a green box highlighting the 'Global Service (IoT)' button. A green arrow points from the 'Click here' label to the 'Global Service (IoT)' button. The menu includes icons for globe, network, and gear. Below the menu, the 'Service Home' section displays the following statistics:

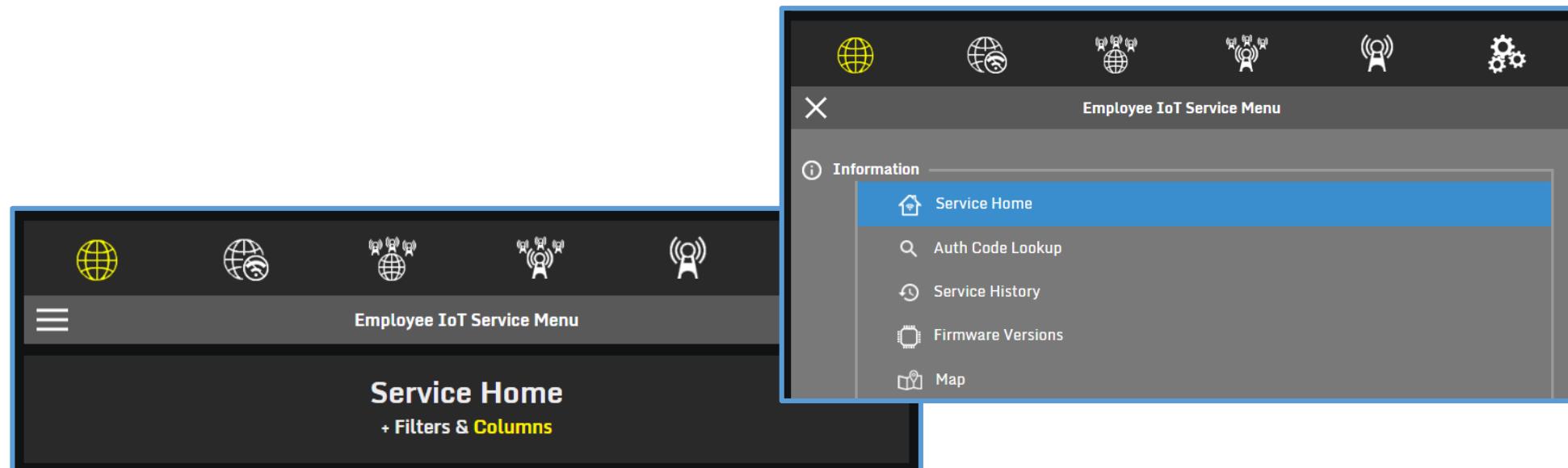
- # Online: 216
- Blast Time Today: 304.2 hours
- # Need Service: 1,224
- # Need FW Upgrade: 1,053

Below these stats is a table with columns for Serial #, Customer, Onlin..., Subscription..., Service Nee..., Ctrl Bo..., Last ..., Is Bu..., Ship..., Indus..., Hours..., Avg F..., Avg P..., Est Dr..., Est Dr..., Sales..., Country, and Region. The table lists several devices, including:

Serial #	Customer	Onlin...	Subscription...	Service Nee...	Ctrl Bo...	Last ...	Is Bu...	Ship...	Indus...	Hours...	Avg F...	Avg P...	Est Dr...	Est Dr...	Sales...	Country	Region
400	NO	Trial	NO	History	0.0	0000-00-00 0...	YES	0000-00-00	0.0	0.0	0.0	0.0	0.0	0.0	Canada (900)	Americas	
41010326	Reserve Ics	NO	Basic	YES	History	0000-00-00 0...	NO	2020-09-22	Dealer	0.0	0.0	0.0	0.0	0.0	Canada	Americas	
41011230	YES	Trial	NO	History	8.42	2023-06-20 1...	NO	0000-00-00	744.8	1.6	2,034.4	72,673.9	30,288.1	Canada	Americas		
4101133	Cold Jet Engi...	NO	Trial	NO	History	8.43	2023-06-05 1...	NO	0000-00-00	27.4	0.0	0.0	603.2	5.5	United States	Americas	
4101134	NO	Trial	NO	History	3.11133	2019-11-21 1...	NO	0000-00-00	33.2	0.0	0.0	968.7	0.0	United States	Americas		
4101136	Bar-Mac Ics	NO	Basic	NO	History	8.11	2022-07-21 1...	NO	2020-09-29	Foundry/Meta	141.7	0.0	0.0	22,932.7	999.1	North Central	United States

## IoT Service Overview (cont.)

- To display the service submenu, click the section labeled “CJ Employee Service Menu”.
- A blue highlight indicates the page you are currently on.
- To change the content you are viewing, simply click on the icon or text associated with your desired page.



# Service Home

- The **Service Home** page contains a few interesting data points and a table which lists a variety of data collected from all machines. The data shown includes:
  - Number of machines online
  - Blast time today
  - Number of machines in need of service
  - Number of machines in need of a firmware upgrade

**Service Home**  
+ Filters & Columns

# Online	216	Blast Time Today	304.2 hours	# Need Service	1,224	# Need FW Upgrade	1,053											
Page Size	25 ▾	First Prev	1 2 3 4 5 Next Last	[2,452 entries]	Download CSV (Displayed   All Columns/Rows)													
Serial #	Custo...	Onlin...	Subscriptio...	Service Nee...	Ctrl Bo...	Last ...	Is Bu...	Ship ...	Indus...	Hours...	Avg F...	Avg P...	Est Dr...	Est Dr...	Est Dr...	Sales ...	Country	Region
0+0		NO	Trial	NO	History	0.0	0000-00-00 0...	YES	0000-00-00	0.0	0.0	0.0	0.0	0.0	0.0	Canada (900)		Americas
1+0101526	Bioivre Inc	NO	Basic	YES	History		0000-00-00 0...	NO	2020-09-22	Dealer	0.0	0.0	0.0	0.0	0.0	Canada		Americas
1+1011230		YES	Trial	NO	History	8.42	2023-06-20 1...	NO	0000-00-00	744.8	1.6	2,034.4	72,673.9	30,288.1		Canada	Americas	
1+101133	Cold Jet Engi...	NO	Trial	NO	History	8.43	2023-06-05 1...	NO	0000-00-00	27.4	0.0	0.0	603.2	5.5		United States	Americas	
1+101134		NO	Trial	NO	History	1.11133	2019-11-21 1...	NO	0000-00-00	33.2	0.0	0.0	968.7	0.0		United States	Americas	
1+101136	Ray-Mac Inc	NO	Basic	NO	History	8.11	2022-07-21 1...	NO	2020-05-29	Foundry/Meta...	141.7	0.0	0.0	22,932.7	999.1	North Central	United States	Americas

# Service Home (cont.)

- The Service Home table by default includes:

- Serial Number
- Customer
- Subscription Level
- Is Service Needed
- Online Status
- Control Board Firmware Version
- Last Communication with Server
- Hours of Usage - All Time
- Manufacture Date
- Ship Date
- Industry
- City
- State
- Postal Code
- Sales Territory Name/Number
- Country
- Region
- Subscription Expiration Date

# Online		Blast Time Today		# Need Service		# Need FW Upgrade											
216		304.2 hours		1,224		1,053											
<a href="#">+ Filters &amp; Columns</a>																	
Page Size	25 ▾ <th>First</th> <th>Prev</th> <th>1 2 3 4 5</th> <th>Next</th> <th>Last</th> <td>[2,452 entries]</td>	First	Prev	1 2 3 4 5	Next	Last	[2,452 entries]										
Serial #	Custo...	Onlin...	Subscriptio...	Service Nee...	Ctrl Bo...	Last ...	Is Bu...	Ship ...	Indus...	Hours...	Avg F...	Avg P...	Est Dr...	Est Dr...	Sales ...	Country	Region
filter col	filter col	filter col	filter column...	filter column...	filter colu...	filter col	filter col	filter col	filter col	filter col	filter col	filter col	filter col	filter col	filter col	filter col	filter color
0-0		NO	Trial	NO	History	0.0	0000-00-00 0...	YES	0000-00-00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
1-0101526	Bisouvre Inc	NO	Basic	YES	History		0000-00-00 0...	NO	2020-09-22	Dealer	0.0	0.0	0.0	0.0	0.0	Canada (900)	Americas
1-1011230		YES	Trial	NO	History	8.42	2023-06-20 1...	NO	0000-00-00	744.8	1.6	2,034.4	72,673.9	36,288.1	Canada	Americas	
1-101132	Cold Jet Engi...	NO	Trial	NO	History	8.43	2023-06-05 1...	NO	0000-00-00	27.4	0.0	0.0	603.2	5.5	United States	Americas	
1-101134		NO	Trial	NO	History	1.11133	2019-11-21 1...	NO	0000-00-00	33.2	0.0	0.0	968.7	0.0	United States	Americas	
1-101136	Bay-Mac Inc	NO	Basic	NO	History	8.11	2022-07-21 1...	NO	2020-05-29	Foundry/Meta...	141.7	0.0	0.0	22,932.7	969.1	North Central	United States

# Service Home (cont.)

- Using the filters located at the top of the page, you can adjust which machines appear in the list. The three primary filters are:

## Machine Types

- Customer Owned
- Cold Jet Owned
- No Customer Name

## Region

- Americas
- Asia
- EMEA

## Service

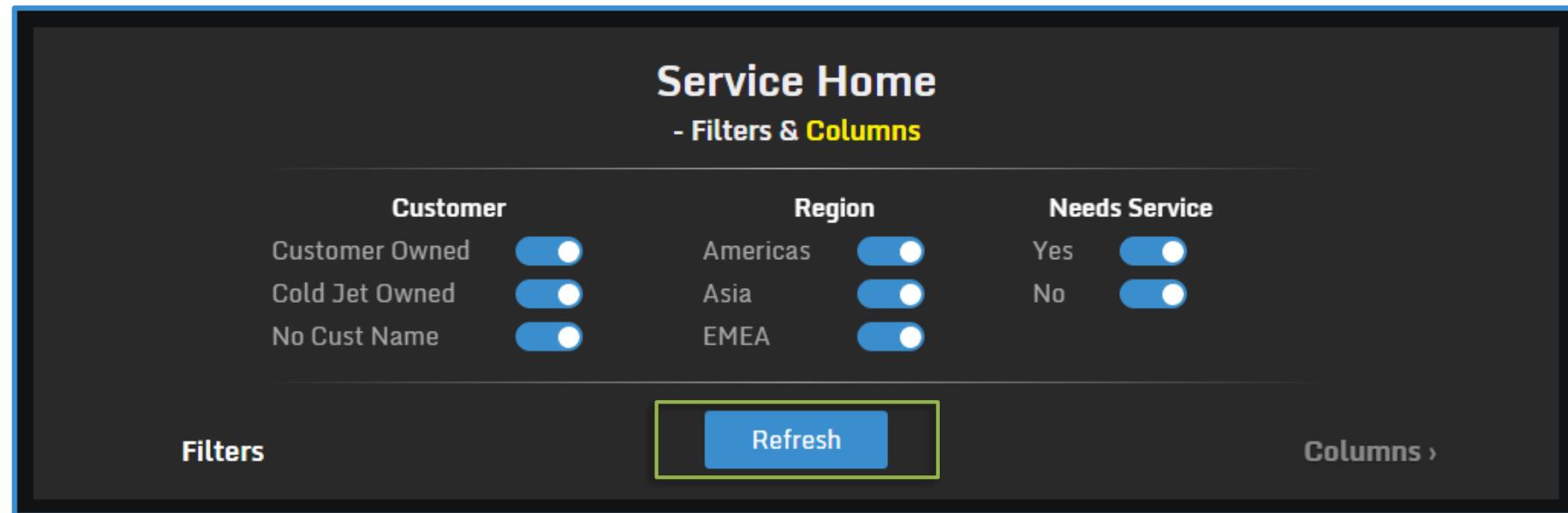
- Needs Service
- Doesn't Need Service

The diagram illustrates the Service Home interface and its configuration. On the left, the 'Service Home' interface is shown with various filters and columns. A green box highlights the 'Service Home + Filters & Columns' header. An arrow points from this header to the right-hand configuration screen. The configuration screen shows the following settings:

- Customer:** Customer Owned (selected), Cold Jet Owned (selected), No Cust Name (selected).
- Region:** Americas (selected), Asia (selected), EMEA (selected).
- Needs Service:** Yes (selected), No (selected).
- Refresh:** A button at the bottom.

## Service Home (cont.)

- If you change your filter selection, click ‘Refresh’ to update the page.
- On refresh, your filter preferences will be saved for the next time you view this page.
- If you have any filters activated, the “Filters” text will appear yellow.



## Service Home (cont.)

- You may also tailor the table to your liking. With the “Filters & Preferences” section open, simply click “Columns ›” to switch to the column selection. Here, you may select or deselect any number of columns to display.
  - Note - the Serial # column will always appear, and is unable to be removed.
- In addition to individual columns, you may select a variety of preset column selections. These will select a variety of columns for you, based on your selection.

**Service Home**  
- Filters & Columns

**Customer**

Customer Owned   
Cold Jet Owned   
No Cust Name

**Region**

Americas   
Asia   
EMEA

**Needs Service**

Yes   
No

**Filters**  **Columns ›**

**Service Home**  
- Filters & Columns

Choose individual columns to display below, or select from a variety of presets.

**Individual Column Selections**  
Selected All / Deselected All

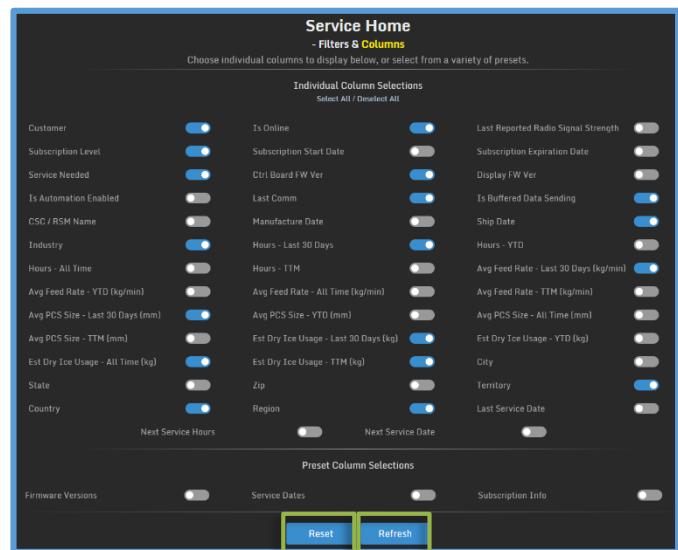
Customer	<input checked="" type="checkbox"/>	I's Online	<input checked="" type="checkbox"/>	Last Reported Radio Signal Strength	<input checked="" type="checkbox"/>
Subscription Level	<input checked="" type="checkbox"/>	Subscription Start Date	<input checked="" type="checkbox"/>	Subscription Expiration Date	<input checked="" type="checkbox"/>
Service Needed	<input checked="" type="checkbox"/>	Ctrl Board FW Ver	<input checked="" type="checkbox"/>	Display FW Ver	<input checked="" type="checkbox"/>
Is Automation Enabled	<input checked="" type="checkbox"/>	Last Comm	<input checked="" type="checkbox"/>	Is Buffered Data Sending	<input checked="" type="checkbox"/>
CSC / RSM Name	<input checked="" type="checkbox"/>	Manufacture Date	<input checked="" type="checkbox"/>	Ship Date	<input checked="" type="checkbox"/>
Industry	<input checked="" type="checkbox"/>	Hours - Last 30 Days	<input checked="" type="checkbox"/>	Hours - YTD	<input checked="" type="checkbox"/>
Hours - All Time	<input checked="" type="checkbox"/>	Hours - TTM	<input checked="" type="checkbox"/>	Avg Feed Rate - Last 30 Days (kg/min)	<input checked="" type="checkbox"/>
Avg Feed Rate - YTD (kg/min)	<input checked="" type="checkbox"/>	Avg Feed Rate - All Time (kg/min)	<input checked="" type="checkbox"/>	Avg Feed Rate - TTM (kg/min)	<input checked="" type="checkbox"/>
Avg PCS Size - Last 30 Days (mm)	<input checked="" type="checkbox"/>	Avg PCS Size - YTD (mm)	<input checked="" type="checkbox"/>	Avg PCS Size - All Time (mm)	<input checked="" type="checkbox"/>
Avg PCS Size - TTM (mm)	<input checked="" type="checkbox"/>	Est Dry Ice Usage - Last 30 Days (kg)	<input checked="" type="checkbox"/>	Est Dry Ice Usage - YTD (kg)	<input checked="" type="checkbox"/>
Est Dry Ice Usage - All Time (kg)	<input checked="" type="checkbox"/>	Est Dry Ice Usage - TTM (kg)	<input checked="" type="checkbox"/>	City	<input checked="" type="checkbox"/>
State	<input checked="" type="checkbox"/>	Zip	<input checked="" type="checkbox"/>	Territory	<input checked="" type="checkbox"/>
Country	<input checked="" type="checkbox"/>	Region	<input checked="" type="checkbox"/>	Last Service Date	<input checked="" type="checkbox"/>
		Next Service Hours	<input checked="" type="checkbox"/>	Next Service Date	<input checked="" type="checkbox"/>
				Preset Column Selections	
				Firmware Versions	<input checked="" type="checkbox"/>
				Service Dates	<input checked="" type="checkbox"/>
				Subscription Info	<input checked="" type="checkbox"/>

**Reset** **Refresh**



## Service Home (cont.)

- If you have changed your column selection and wish to revert it back to your selection on page load, click ‘Reset’.
- If you change your column selection, click ‘Refresh’ to update the page.
- On refresh, your column preferences will be saved for the next time you view this page.
- If you have hidden any columns, the “Columns” text will appear yellow.
- To return to the filters, click “< Filters”.



# Service Home (cont.)

- Each row in the table includes up to three hyperlinks.
  - Clicking the linked serial number will do one of two things:
    - If the number is in **blue**, it will take you to the customer view for that machine.
    - If the number is in **red**, the machine serial number is invalid and a popup will open to direct you to the correct data.
  - Clicking the linked customer name will take you to that customer in the Epicor web client.
  - Clicking "History" in the Service Needed column will take you to the Service History page for that machine.
- For information on how to use the service home table, see [\*\*How to Use Tables\*\*](#)

The screenshot shows a table with columns for Serial #, Customer Name, Online Status, Subscriptions, Service Needed, Control Board, Last Service, Is Built, Ship Date, Industry, Hours, Avg F, Avg P, Est Dr, and Est. The table has several rows highlighted with green boxes and arrows pointing to specific cells:

- Row 1: Serial # 0-0, Customer Name NO, Service Needed NO, Control Board Trial, Last Service 0.0, Is Built YES, Ship Date 0000-00-00, Industry NO, Hours 0.0, Avg F 0.0, Avg P 0.0, Est Dr 0.0, Est. 0.0. Cell 'History' is highlighted with a green box and an arrow pointing to it.
- Row 2: Serial # 0-0, Customer Name NO, Service Needed YES, Control Board Basic, Last Service 0.0, Is Built NO, Ship Date 0000-00-00, Industry NO, Hours 0.0, Avg F 0.0, Avg P 0.0, Est Dr 0.0, Est. 0.0. Cell 'History' is highlighted with a green box and an arrow pointing to it.
- Row 3: Serial # 1+1011230, Customer Name NO, Service Needed YES, Control Board Basic, Last Service 8.42, Is Built NO, Ship Date 2020-09-22, Industry Dealer, Hours 0.0, Avg F 0.0, Avg P 0.0, Est Dr 0.0, Est. 0.0. Cell 'History' is highlighted with a green box and an arrow pointing to it.
- Row 4: Serial # 1+101133, Customer Name Cold Jet Engin..., Service Needed NO, Control Board Trial, Last Service 8.43, Is Built NO, Ship Date 2023-06-01, Industry NO, Hours 744.8, Avg F 1.6, Avg P 2,034.4, Est Dr 72, Est. 603. Cell 'History' is highlighted with a green box and an arrow pointing to it.
- Row 5: Serial # 1+101134, Customer Name Ray-Mac Inc., Service Needed NO, Control Board Basic, Last Service 1.11133, Is Built NO, Ship Date 2019-11-21, Industry Foundry/Meta..., Hours 33.2, Avg F 0.0, Avg P 0.0, Est Dr 0.0, Est. 968. Cell 'History' is highlighted with a green box and an arrow pointing to it.
- Row 6: Serial # 1+101136, Customer Name NO, Service Needed NO, Control Board Basic, Last Service 8.11, Is Built NO, Ship Date 2022-07-21, Industry Foundry/Meta..., Hours 141.7, Avg F 0.0, Avg P 0.0, Est Dr 0.0, Est. 22. Cell 'History' is highlighted with a green box and an arrow pointing to it.

A callout box labeled 'Click' points to the 'History' link in the last row's table cell.

The serial **1+1011230** is an invalid serial and may erroneously contain data from a valid serial number.

The valid serial number counterpart for this machine is **1+101230**.

If you would like to proceed to the selected serial's home page, [click here](#).

**Close**

# IoT Service History

- The **IoT Service History** page is where you manage the Maintenance Minder settings, CONNECT subscription, notes for a machine, service agreement, customer contacts, and enterprise warranty information for IoT connected machines.
- This information is displayed for customers on the **Selected Machine Overview** page.

### Service History

1+101133 - Cold Jet: Engineering...

**Model:** Aero2 PLT 60  
**Owned by:** Cold Jet: Engineering Test

**Srv Agreement:** Yes [Exp: 2021-08-31]  
**Enter. Warranty:** No [Exp: 0000-00-00]  
**CONNECT Subsc:** Trial [Exp: 2023-01-23]

+ PM Interval & Service Status

+ CONNECT Subscription

+ Service Agreement

+ Contact Information

+ History, Notes and Files



# Service Agreement

- The Service Agreement information displays whether or not there is a service agreement, the expiration date, and a link to the contract (if available).
- To change information about the service agreement, open the ‘Service Agreement’ tab where you may change:
  - If there is an agreement
  - Expiration date
  - Contract file

The screenshot shows a software interface titled 'Service History' for unit 1-101133. At the top, it displays basic information: Model: Aero2 PLT 00, Owned by: Cold Jet: Engineering Test. Below this, there's a summary table with three rows: Srv Agreement: Yes [Exp: 2021-08-31], Enter. Warranty: No [Exp: 0000-00-00], and CONNECT Subsc: Trial [Exp: 2023-01-23]. A green box highlights the 'Service Agreement' row. To the left of the main content area, a sidebar lists several sections with '+' icons: PM Interval & Service Status, CONNECT Subscription, Service Agreement, Contact Information, and History, Notes and Files. A large green box labeled 'Service Agreement Information' is overlaid on the sidebar, pointing to the 'Service Agreement' section in the main content. A 'Click Here' button is located at the bottom right of the main content area.

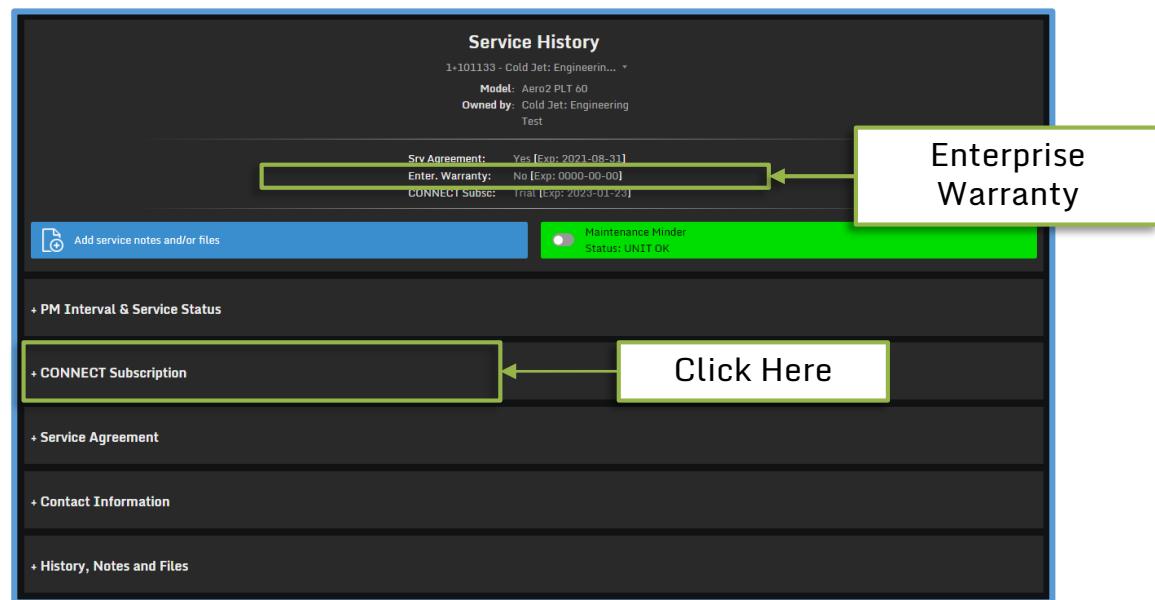
## Service Agreement (cont.)

- To upload a contract file, click the ‘Choose File’ button next to ‘New Agreement’.
- Click ‘Update Agreement’ to finish changing the information.

The screenshot shows a user interface for managing service agreements. At the top, it says '- Service Agreement'. On the left, there are two dropdown menus: 'Service Agreement' set to 'NO' and 'Exp Date' showing '0000-00-00'. On the right, it displays 'Current Agreement: n/a' and 'New Agreement:' followed by a 'Choose File' button which has a tooltip 'No file chosen' and a 'Select File' button. At the bottom center is a blue 'Update Agreement' button, and at the bottom left is a yellow 'Save Changes' button with a yellow arrow pointing upwards towards the 'Update Agreement' button.

# Enterprise Warranty

- The Enterprise Warranty information displays whether or not the customer has an extended warranty (via a CONNECT Enterprise subscription), the next renewal date, and a link to the contract if available.
- To change information about the machine's warranty, open 'CONNECT Subscription' where you may change:
  - If there is a warranty
  - Start and expiration dates
  - Contract file



## Enterprise Warranty (cont.)

- To upload a file, click the ‘Choose File’ button next to ‘New Warranty’.
- Click ‘Update Subscription’ to finish changing the information.

The screenshot shows a dark-themed web interface for managing subscription details. At the top, there are dropdown menus for 'Enterprise Warranty' (set to 'NO'), 'Start Date' (set to '0000-00-00'), and 'Exp Date' (set to '0000-00-00'). Below these, the 'Current Warranty' status is listed as 'n/a'. A section for 'New Warranty' includes a 'Choose File' button and a message stating 'No file chosen'. At the bottom of the form is a blue rectangular button labeled 'Update Subscription'.

Enterprise Warranty: NO

Start Date: 0000-00-00

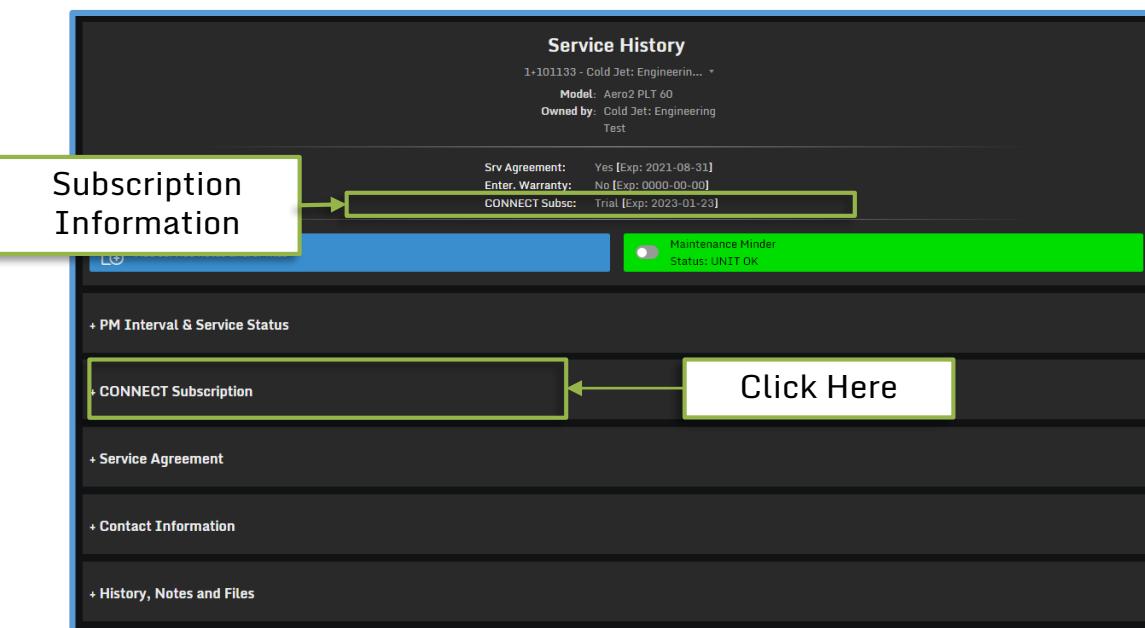
Exp Date: 0000-00-00

Current Warranty: n/a

New Warranty:  No file chosen

# CONNECT Subscription

- The CONNECT Subscription information displays whether or not the customer has a CONNECT subscription, the next renewal date, and a link to the contract if available.
- To change information about the CONNECT subscription, open ‘CONNECT Subscription’ where you may change:
  - Subscription level
  - Start, renewal, and expiration dates



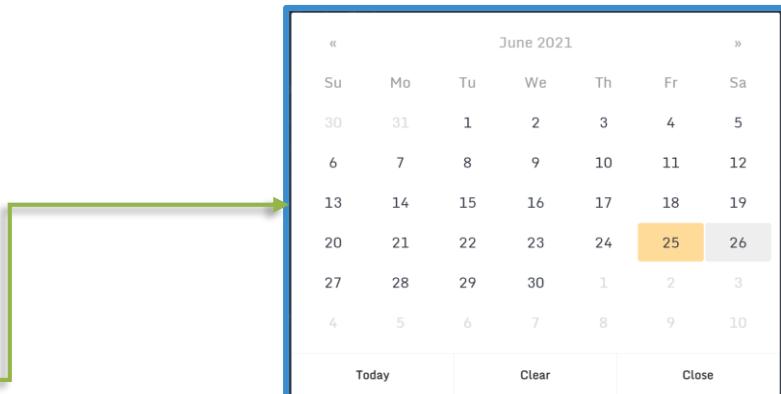
## CONNECT Subscription (cont.)

- To change a customer's subscription level, select the drop down and choose the appropriate level. You may choose:
  - Basic
  - Trial
  - CONNECT Analytics
  - CONNECT Care
  - CONNECT Enterprise
- To change any of the dates, click on the date field to pull up the calendar. For more information on how to use the date pickers, see [\*\*How to Use Date Pickers.\*\*](#)
- Click 'Update Subscription' to finish changing the information.

Subscription Level:

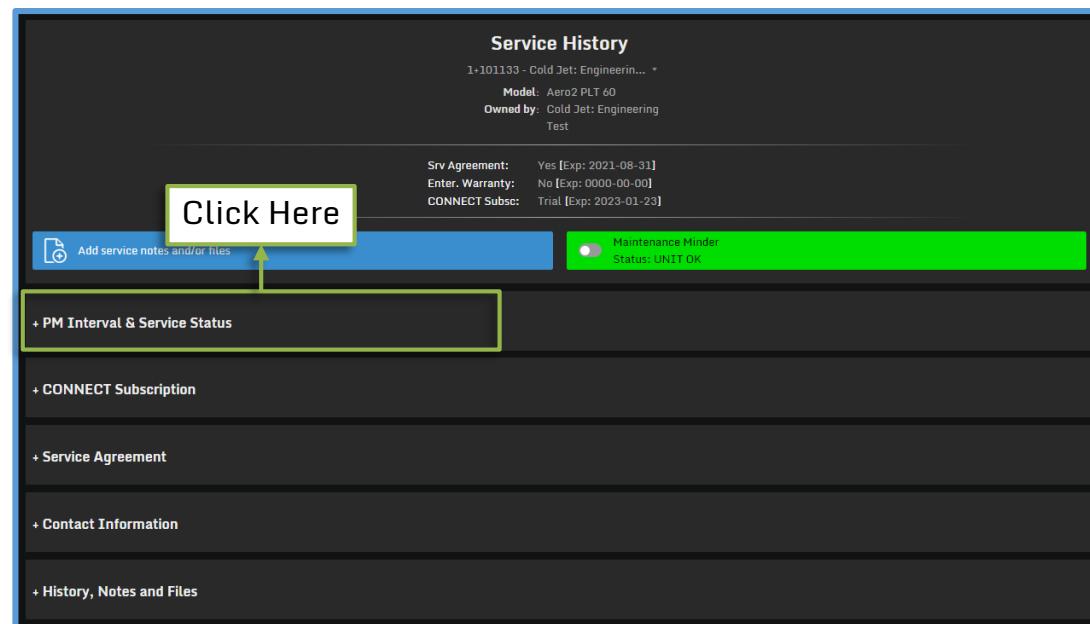
Start Date:

Exp Date:



# PM Interval & Service Status

- The PM Interval & Service Status section shows information related to the maintenance schedule for the selected machine. Information such as the recommended service interval, the next service date and today's status can be found here.



## PM Interval & Service Status (cont.)

- Recommended Service Interval - interval showing how often the maintenance minder turns on (hours / months)
- Next Service - indication of when the next preventative maintenance should take place based on the recommended interval.
- Today's Status - most recent status of machine.
  - If the text is yellow the selected machine has surpassed the recommended service interval and is due for preventative maintenance.
  - If the text is green, the machine has not surpassed the recommended interval.

- PM Interval & Service Status

Service Status	Update PM Interval
Recommended: 500 hrs / 12 mos	Hours: <input type="text" value="500"/>
Next Service: 500 hrs / Dec 15, 2021	Months: <input type="text" value="12"/>
Today's Status: 1,827.6 hrs / Oct 14, 2022	<input type="button" value="Update PM Interval"/>

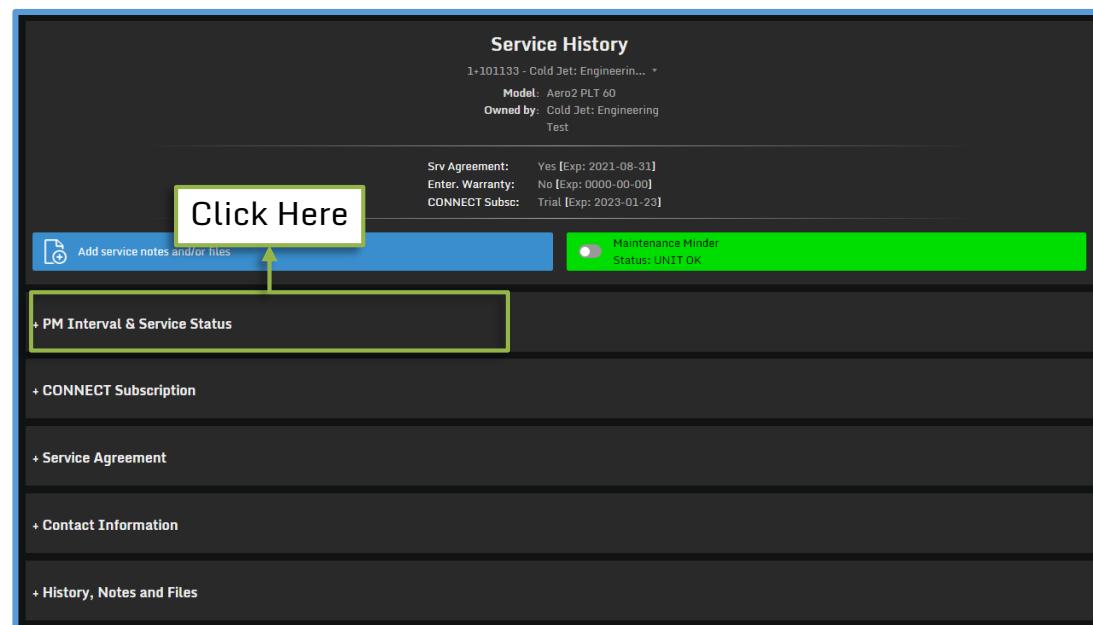
Recommended

Today's Status

Next Service

# Maintenance Minder

- The Maintenance Minder is similar to the oil change light in your car. When it is activated, it displays a message to the customer asking them to contact service for preventative maintenance.
- The Maintenance Minder is automatically activated when a machine passes a predefined number of hours or a predefined date (see PM Interval & Service Status for more information.)



## Maintenance Minder (cont.)

- You may update the Service Interval for the selected machine by using the ‘Update PM Interval’ form (found on the PM Interval & Current Status tab.)
- You may change:
  - Hours: Number of hours between maintenance inspections
  - Months: Number of months between maintenance inspections
- The default recommended service interval for blasting systems is every 500 hours or 12 months.

**Update PM Interval**

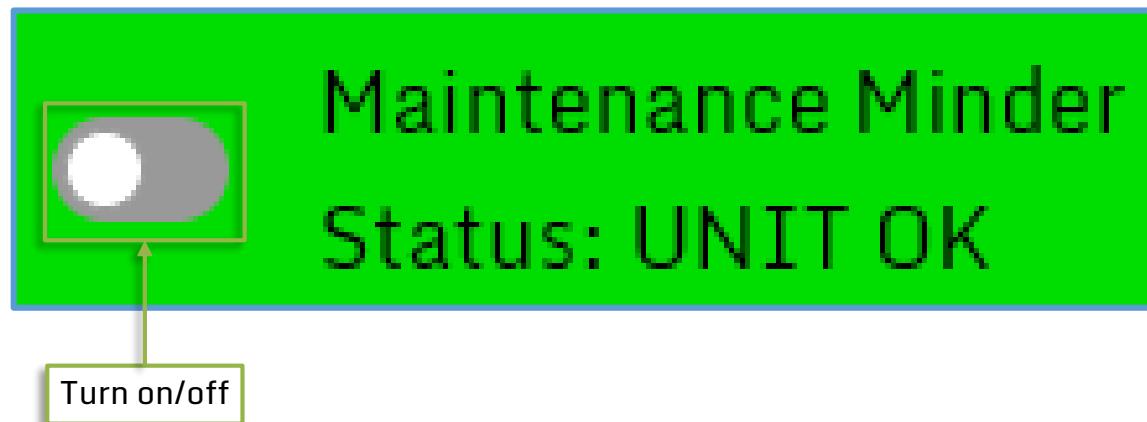
Hours:

Months:

→

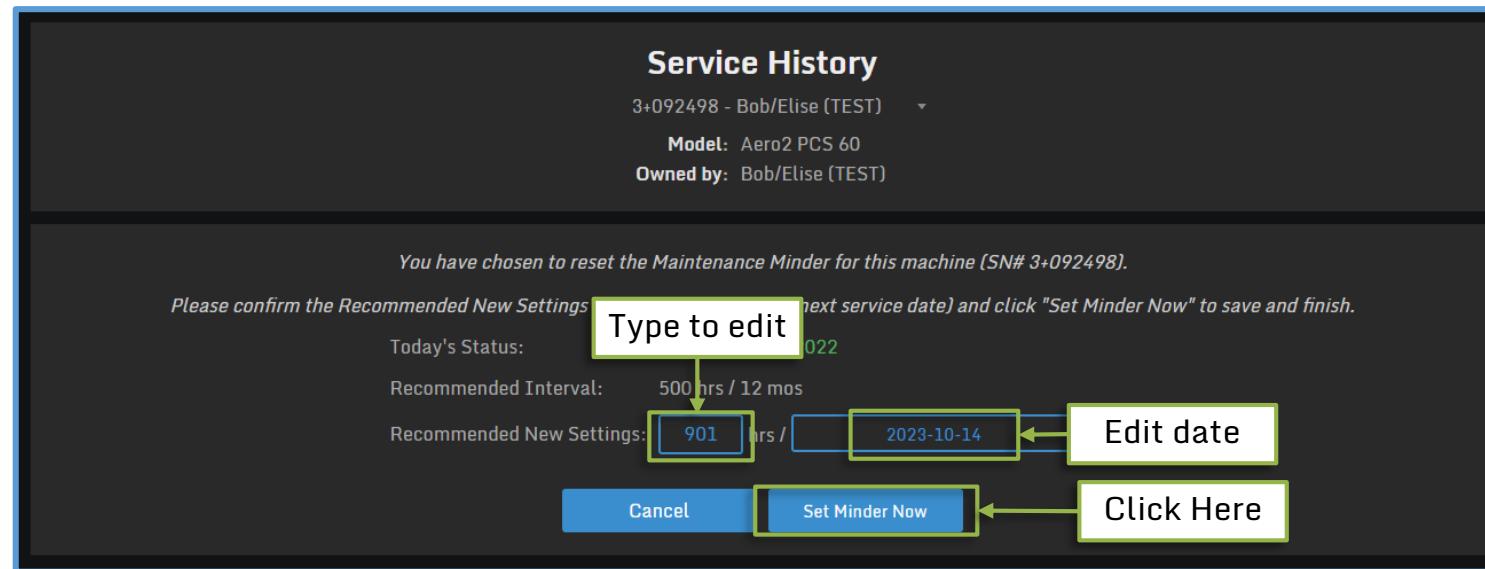
## Maintenance Minder (cont.)

- To activate or deactivate the Maintenance Minder, click on the toggle button near the left side of the Maintenance Minder box.



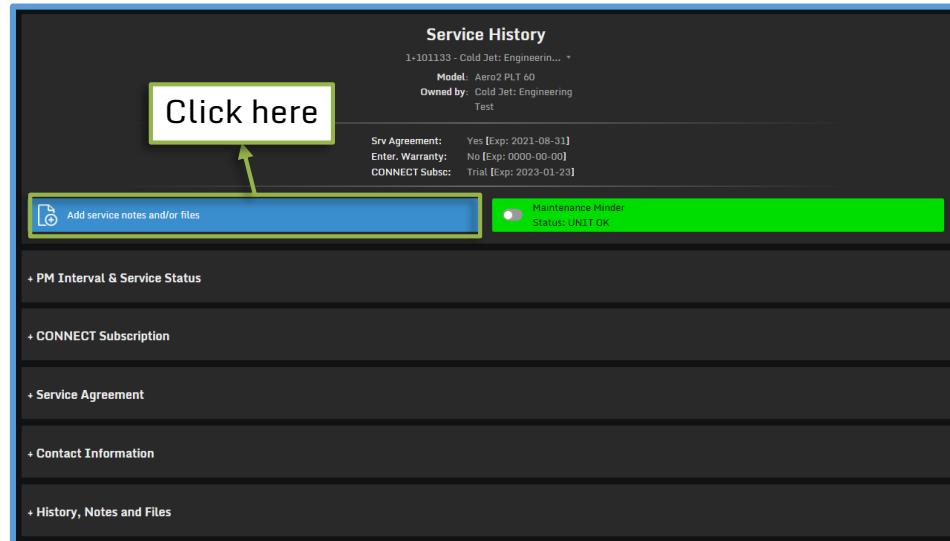
## Maintenance Minder (cont.)

- When turning off the maintenance minder, you must review the recommended new settings before pressing ‘Set Minder Now’, which will save the minder settings.
- To change the recommended settings, type the number of hours into the corresponding box or click the date to choose a different day.
  - For information on how to use the date picker, see [How to Use Date Pickers](#).



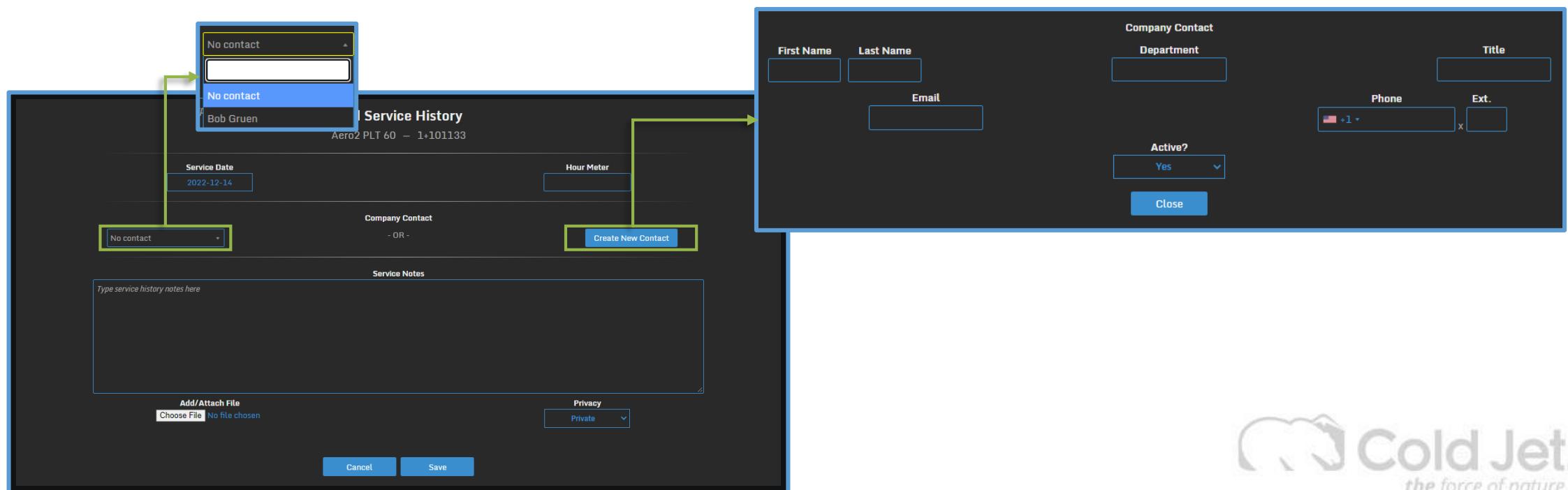
# Service Notes and Files

- To add service notes or files for a machine, select ‘Add service notes and/or files’.
- Service Notes & Files allows Cold Jet service personnel to add notes to a machine to document it's history. These notes can be set to private (the default), which means that only Cold Jet personnel can read them, or public, which shares them with the customer.
- You also have the ability here to attach files (such as images taken from your phone or PDF files.) Like notes, files can be set to private (the default), or they can be shared with the customer by setting them to public.



## Service Notes and Files (cont.)

- You may change the date of the note by clicking on the date under ‘Service Date’.
  - For information on how to use the date picker, see [How to Use Date Pickers](#).
- If contact was made with the customer, you may add their information to the note. If the customer information already exists, you may select their name from the dropdown. If they do not, you may select “Create New Contact” to enter in the new information.



## Service Notes and Files (cont.)

- Select ‘Choose File’ to Attach a file.
- To share a note or file with a customer, click on the dropdown under ‘Privacy’ and select ‘Public’. This makes the note or file visible to the customer from their Information page.
- Click ‘Save Now’ to save the information

Add Service History  
Aero2 PLT 60 – 1+101133

Service Date: 2022-12-14      Hour Meter:

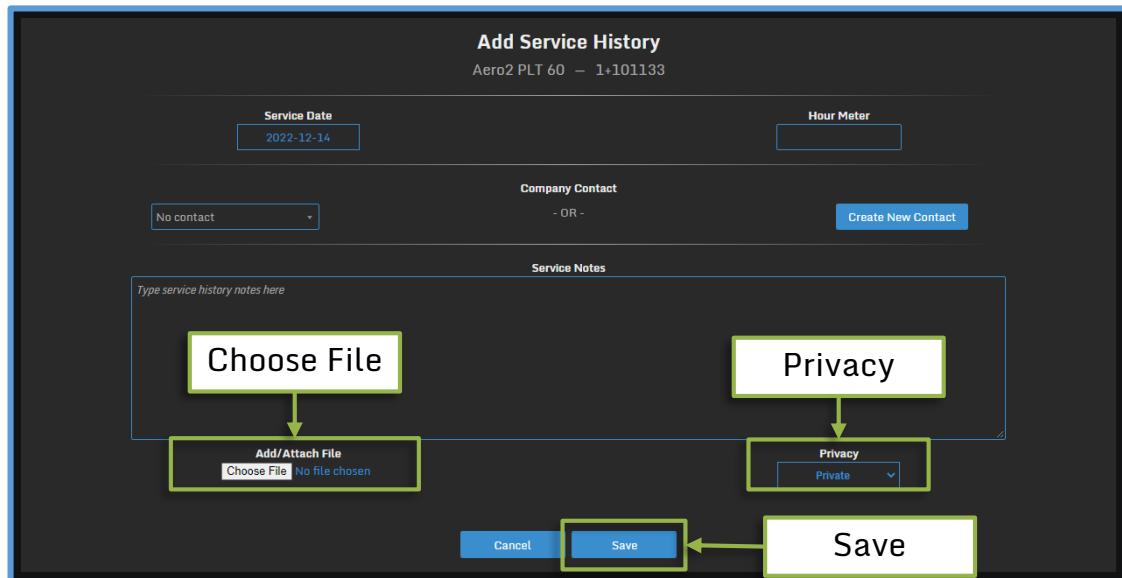
Company Contact: No contact - OR - Create New Contact

Type service history notes here

**Choose File**  No file chosen

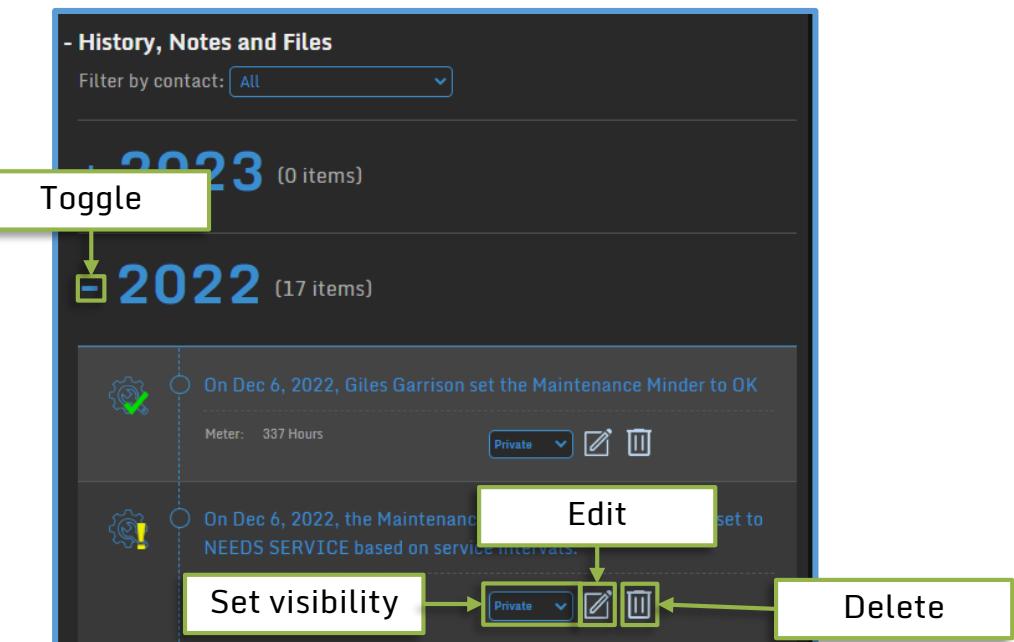
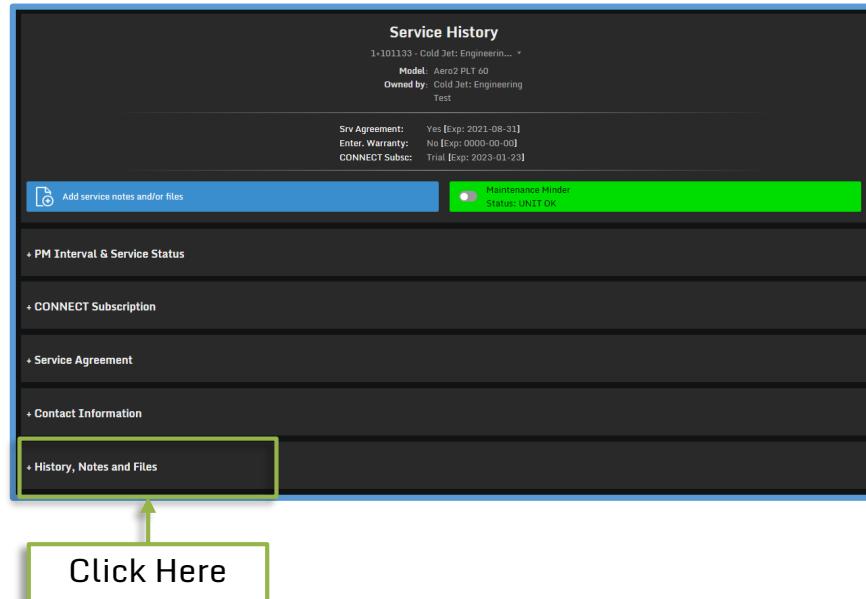
**Privacy**  Private

**Save**



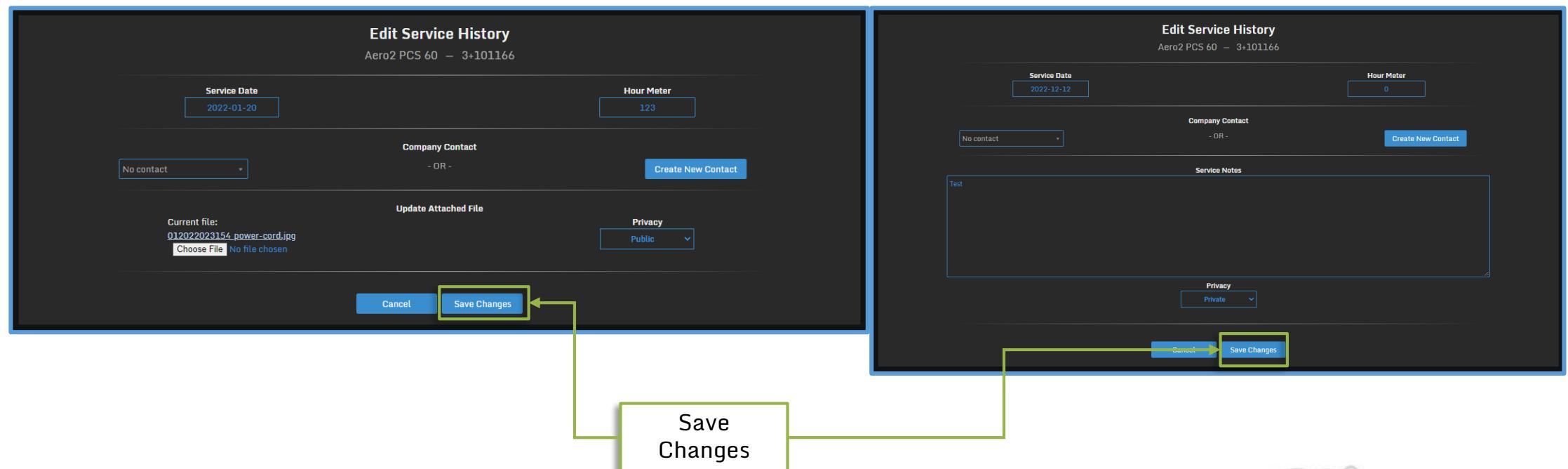
## Service Notes and Files (cont.)

- Notes and History for the machine is found under ‘History, Notes and Files’.
- To edit a note or its contact information, select the pencil icon and click ‘Save Now’ after making changes.
- To delete a note, click the trash can icon.



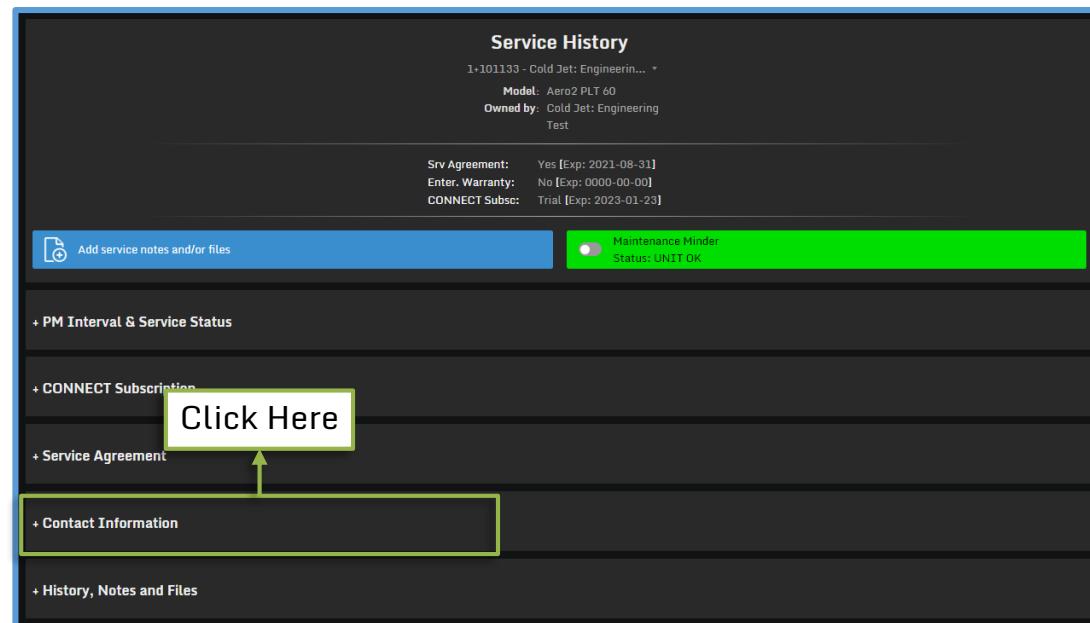
## Service Notes and Files (cont.)

- To change the contact information on the note, you may select an existing contact from the dropdown, or select “Create New Contact” to enter the information for a new contact.
- Once the desired details have been edited, you may select “Save Changes” to save the note.



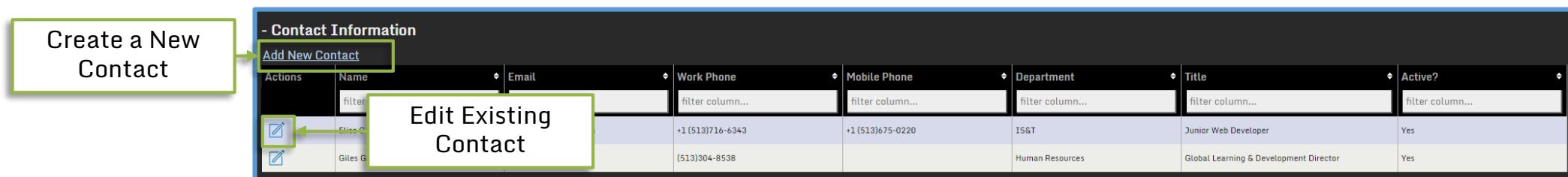
# Contact Information

- The Contact Information section shows the contact information for all contacts related to the selected customer.
- New contacts may be added here, as well as when adding or editing a note. Information for existing contacts may also be edited here.



## Contact Information (cont.)

- You can search through the table data using the white boxes located below each header and entering the information that you would like to pull up.
  - For example, if you type ‘Developer’ in the title column, contacts with ‘Developer’ in their title will be shown.
- For more information on how to use the contact information table, see [\*\*How to Use Tables\*\*](#).
- You may create a new contact by selecting the “Add New Contact” button above the table.
- You may edit an individual’s information by selecting the pencil icon in their row.



## Contact Information (cont.)

- When creating or editing a contact's information, a variety of fields are recommended for you to fill out. These fields include:
  - Name (first, last)
  - Department
  - Title
  - Email
  - Phone (country code, number, extension)
- To save your contact, select “Save Contact”.

Add Service History Contact

First Name  Last Name

Department

Title

Email

Phone  Ext.

Active?

Save Contact Information



# Service Dates

- The **Service Dates** page is an extension of the Service Home page and provides a list of all machines with information related to their service history.
- For more information, see [\*\*Service Home\*\*](#).

Service Home											
+ Filters & Columns											
# Online 221			Blast Time Today 307.4 hours			# Need Service 1,224			# Need FW Upgrade 1,053		
Page Size	25 ▾	First	Prev	1	2	3	4	5	Next	Last	(2,452 entries)
Serial #	Customer	Service Needed	Mfg Date	Ship Date	Sales Territory	Region	Last Service Date	Next Service Hours	Next Service Date	filter column...	Download CSV (Displayed   All Columns/Rows)
0-0		NO	History	0000-00-00	0000-00-00		0000-00-00	0	0000-00-00	filter column...	
1+0101524	Bippure Inc	YES	History	2020-05-20	2020-09-22	Canada (900)	Americas	0000-00-00	500	2021-05-20	
1+1011230		NO	History	0000-00-00	0000-00-00		0000-00-00	656	2022-06-07		
1+101133	Cold Jet Engineering Test	NO	History	0000-00-00	0000-00-00		0000-00-00	514	2022-03-11		
1+101134		NO	History	0000-00-00	0000-00-00		0000-00-00	0	0000-00-00		
1+101136	Rav-Mac Inc	NO	History	2020-03-04	2020-05-29	North Central (550)	Americas	2021-03-19	500	2023-08-09	
1+101137		NO	History	0000-00-00	0000-00-00		0000-00-00	0	0000-00-00		
1+101138	Demo stock- C1-PL	YES	History	2019-08-14	2022-05-25		0000-00-00	500	2020-08-13		
1+101139	Fritz Winter Eisengusserei G...	YES	History	2019-08-14	2019-12-20	Cold Jet Deutschland	EMEA	2022-03-29	646	2023-03-30	
1+01186	Demo stock- C3-GEO	YES	History	2019-09-30	2019-11-06		0000-00-00	500	2020-09-29		
1+01187	Junior Kühltüper GmbH	YES	History	2019-09-30	2021-09-30		2021-09-30	275	2022-09-30		
1+01188	Demo stock- C3-BBRS	YES	History	2019-09-30	2020-12-29		2022-03-24	518	2023-03-24		



# Subscription Info

- The **Subscription Info** page is an extension of the Service Home page and shows all machines and information about their CONNECT subscription.
- For more information, see [\*\*Service Home\*\*](#).

Service Home						
# Online 221		Blast Time Today 307.8 hours		# Need Service 1,224		# Need FW Upgrade 1,053
Page Size	25 ▾	First	Prev	1 2 3 4 5	Next	Last
[2,452 entries] Download CSV (Displayed   All Columns/Rows)						
Serial #	Customer	Subscription Level	Sub Start Date	Sub Exp Date	Region	
010		Trial	2023-06-20	2023-09-18		
1+1011526	Bioquive Inc	Basic	0000-00-00	0000-00-00	Americas	
1+1011230		Trial	2023-04-23	2023-07-22	Americas	
1+101133	Cold Jet Engineering Test	Trial	2022-10-25	2099-12-31	Americas	
1+101134		Trial	2023-04-23	2023-07-22	Americas	
1+101136	Bay-Mac Inc	Basic	0000-00-00	0000-00-00	Americas	
1+101137		Trial	2023-04-23	2023-07-22	Americas	
1+101138	Demo stock- C3-PL	Trial	2020-02-28	2099-12-31		
1+101139	Fritz Winter Eisengusserei GmbH & Co. KG	Basic	0000-00-00	0000-00-00	EMEA	
1+101186	Demo stock- C3-GER	Trial	2019-11-06	2099-12-31	EMEA	
1+101187	Junior Kühlkäger GmbH	Basic	0000-00-00	0000-00-00	EMEA	



# Firmware Versions

- The **Firmware Versions** page is an extension of the Service Home page and provides insight into the firmware versions of each machine.
- For more information, see [\*\*Service Home\*\*](#).

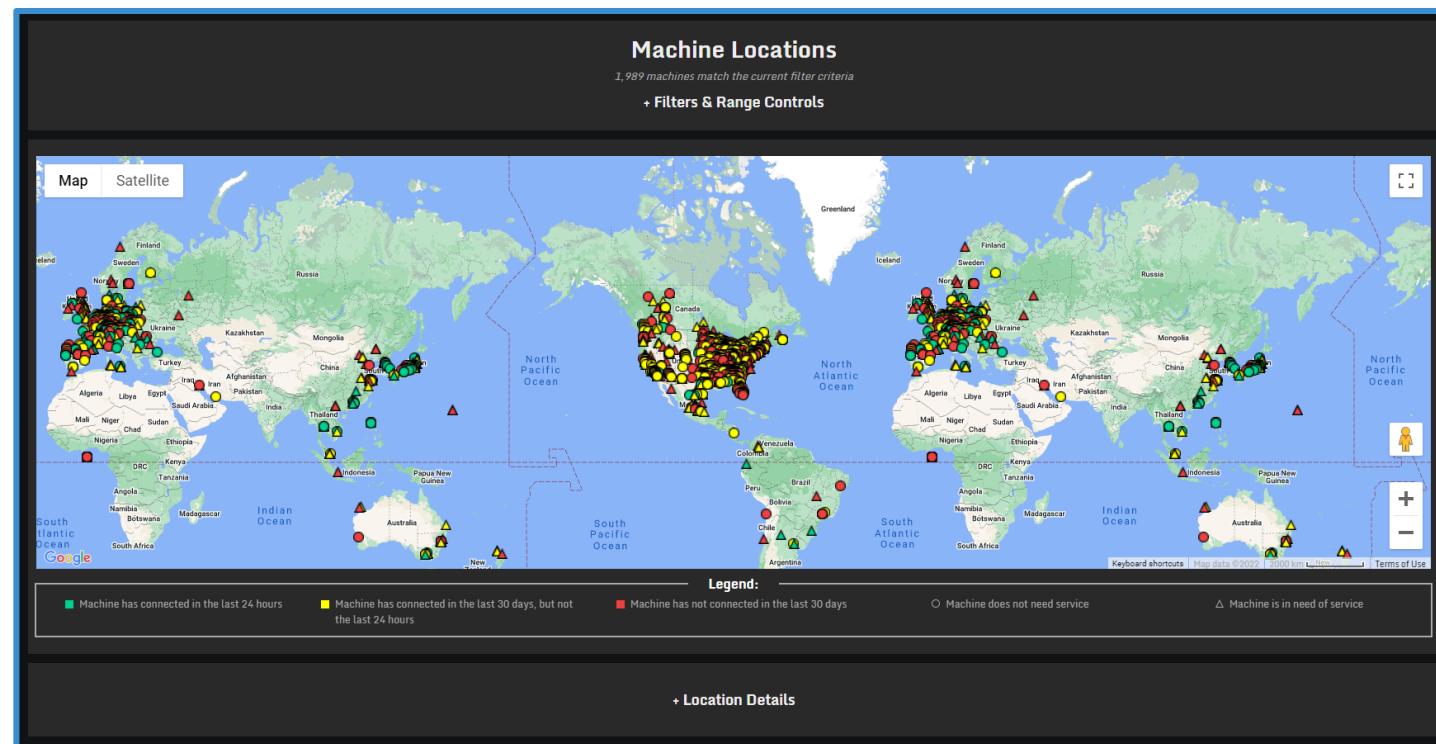
**Service Home**  
+ Filters & Columns

# Online <b>221</b>		Blast Time Today <b>307.8 hours</b>			# Need Service <b>1,224</b>		# Need FW Upgrade <b>1,053</b>	
Page Size	25 ▾	First	Prev	1 2 3 4 5	Next	Last	[2,452 entries]	Download CSV (Displayed   All Columns/Rows)
Serial #	Customer	Ctrl Board FW Ver	Display FW Ver	Is Automation Enabled	Last Comm (EST)	Region		
0-0		0.0	0.0	NO	0000-00-00 00:00:00			
1-0101524	Rionvre Inc			NO	0000-00-00 00:00:00	Americas		
1-0101230		8.42	4.17	NO	2023-06-20 10:56:19	Americas		
1-0101133	Cold Jet Engineering Test	8.43	4.23	NO	2023-06-20 17:41:33	Americas		
1-0101134		1.11133	4.17	NO	2019-11-21 17:40:10	Americas		
1-0101136	Bay-Mac Inc	8.11	4.17	NO	2022-07-21 15:10:14	Americas		
1-0101137		7.28	4.14	NO	2019-10-14 11:08:32	Americas		
1-0101138	Demo stock- C3-PL	7.24	4.15	NO	0000-00-00 00:00:00			
1-0101139	Fritz Winter Eisengusserei GmbH & Co. KG	8.11	4.15	NO	2021-03-18 16:48:07	EMEA		
1-0101186	Demo stock- C3-GER	7.30	4.16	NO	2019-12-13 11:22:30	EMEA		
1-0101187	Junior Kühleger GmbH	8.11	4.17	NO	2022-12-28 04:02:26	EMEA		
1-0101188	Demo stock- C3-BRUS	8.41	4.17	NO	2023-03-31 08:58:18	EMEA		



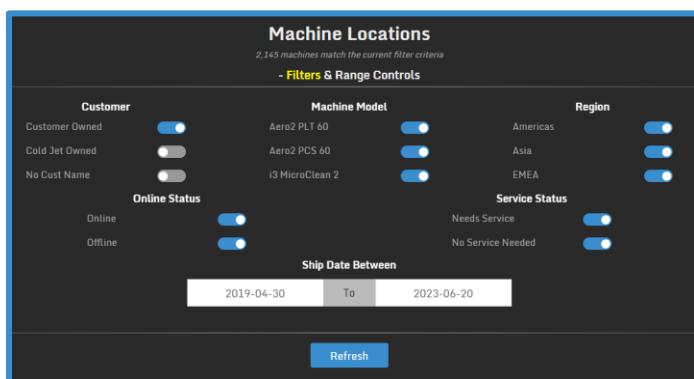
# Map

- Using the map, you are able to view the last known locations of all PCS 60, PLT 60, and i3 dry ice blasting machines.
- The color of the pin determines the machine's online status.
- The shape of the pin determines the machine's service status.



## Map (cont.)

- You can access filters to change the map results by toggling the “Filters & Range Controls” button. You can filter based on:
  - Customer (All, Customer Owned, Cold Jet Owned, No Customer Name)
  - Machine Model (All, PCS 60, PLT 60, or i3)
  - Region (All, Americas, Asia, EMEA)
  - Online Status (All, Online, Offline)
  - Service Status (All, Needs Service, No Service Needed)
  - Ship Date Range
- If you have any filters activated, the “Filters” text will appear yellow.



## Map (cont.)

- You may also locate a specific machine or filter results based on a range/sales territory. With the Filters & Range Controls options open, simply click “Range >” to switch to the range controls selection.
- To locate a specific machine, click the selector next to “Locate Machine”. Once you find the machine you are interested in viewing, select the machine and click “Locate”. This will center the map on the selected machine, as well as provide some insight to the machine’s information.

The screenshot illustrates the Cold Jet machine location search interface. It shows two main panels: the left panel displays various filtering options, and the right panel shows the results of a search for machine 3+101731.

**Left Panel (Filters & Range Controls):**

- Customer:** Customer Owned, Cold Jet Owned, No Cust Name.
- Machine Model:** Aero2 PLT 60, Aero2 PCS 60, i3 MicroClean 2.
- Region:** Americas, Asia, EMEA.
- Online Status:** Online, Offline.
- Service Status:** Needs Service, No Service Needed.
- Ship Date Between:** 2019-04-30 to 2023-06-20.
- Buttons:** Refresh, Range >, Filters.

**Right Panel (Machine Locations):**

- Title:** Machine Locations (1,980 machines match the current filter criteria).
- Section:** - Filters & Range Controls.
- Locate Machine:** A dropdown menu with "Please Choose" selected, and a blue "Locate" button.
- Enable Range Circle:** A toggle switch turned off, with a slider set to 100.0 KM.
- Filter By:** Radio buttons for Sales Territory (selected) and Range Circle.
- Buttons:** Refresh, Range.
- Result:** 3+101731 - Info for Aero2 PCS 60. It includes a thumbnail image of the machine, its ownership by Vatek Corporation, and a map showing its location in Jecheon, South Korea.
- Footer:** Cold Jet logo with the tagline "the force of nature".

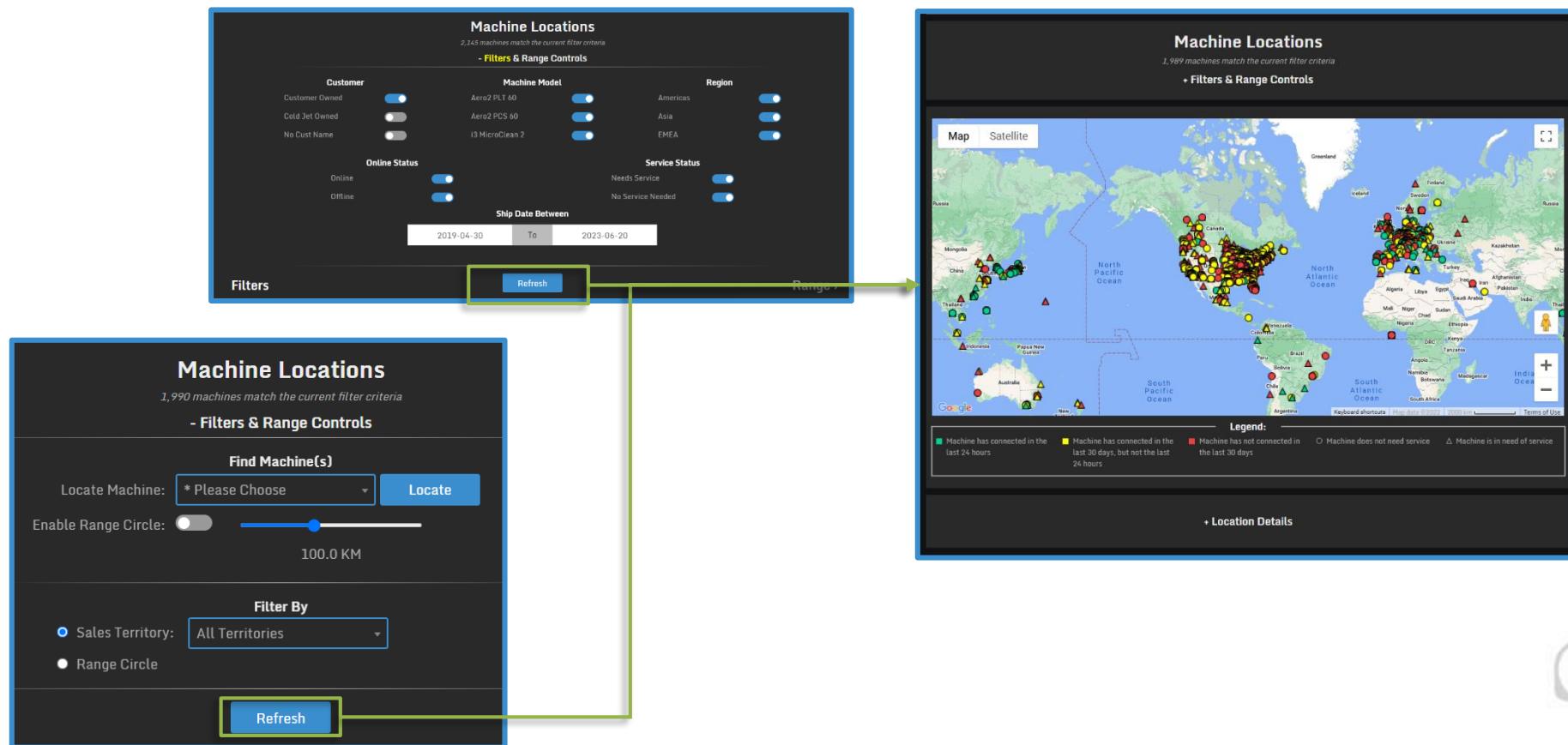
## Map (cont.)

- To filter the results in the map by a specific range, you must first select the button next to “Enable Range Circle”. Once the circle is enabled, you may move it to your desired location. You may also expand or shrink the range circle with the slider located next to the button. Then, you must select the “Range Circle” radio button in the “Filter By” section.
- To filter the results in the map by a sales territory, you must select the “Sales Territory” radio button in the “Filter By” section. Next, simply click the selector next to the button and select your desired sales territory.

The screenshot displays the 'Machine Locations' interface. On the left, there's a 'Filters & Range Controls' panel. It includes a 'Locate Machine' dropdown set to 'Please Choose', a 'Locate' button, an 'Enable Range Circle' toggle switch (which is checked), and a slider set to '100.0 KM'. Below these are 'Filter By' options: a radio button for 'Sales Territory' (selected) and another for 'Range Circle'. A green arrow points from the 'Enable Range Circle' area on the left to the map on the right. The right side shows a map of the central United States with a large blue circle centered over Cincinnati, Ohio. A legend at the bottom of the map explains symbols: a green square for 'Machine has connected in the last 24 hours', a yellow square for 'Machine has connected in the last 20 days, but not the last 24 hours', a red square for 'Machine has not connected in the last 30 days', a white circle for 'Machine does not need service', and a grey triangle for 'Machine is in need of service'.

## Map (cont.)

- Once you have selected your filters and/or range details, select ‘Refresh’ to show only results matching those criteria.
- The Map Legend and information for machines matching your selected filters will appear below the map.



# Map (cont.)

- The location details table displays the following information for any machines that match the criteria:
  - Serial Number
  - Subscription Level
  - Customer Name
  - Sales Territory Name/Number
  - Industry
  - Last Communication with Server
  - Ship Date
  - Subscription Expiration Date
  - Hours of Usage
  - Is Service Needed
  - Next Service Hours
  - Current Service Status (Hours)
  - Last Service Date
  - Next Service Date
  - Current Service Status (Date)
- For information on how to use the location details table, see [How to Use Tables](#)

- Location Details														
Page Size	25	First	Prev	1	2	3	4	5	Next	Last	[2,146 entries]	Download CSV		
Serial #	Subscription ...	Sub Exp Date	Customer Na...	Sales Territory	Industry	Last Comm (...)	Ship Date	Hours	Service Need...	Next Service ...	Last Service ...	Next Service D...		
1-101124	Basic	2000-00-00	Emery.Dry.Ice	Canada (600)	Dealer	2023-04-06 00:00:00	2020-09-22	0.0	YES	History	500	2000-00-00	2021-05-20	
1-101125	Basic	2000-00-00	Bay-Mac Inc	North Central (550)	Foundry/Metal Forming	2022-03-16 16:49:07	2019-12-20	188.0	NO	History	500	2021-03-15	2023-08-09	
1-101126	Basic	2000-00-00	Fritz Winter Koenigs	Cold Jet Deutschland	Foundry/Metal Forming	2022-12-26 04:02:26	2021-09-30	145.6	YES	History	446	2022-03-29	2023-03-30	
1-101127	Basic	2000-00-00	Junior Kühlkörper GmbH	Electronics/Semicondu...	Electronics/Semicondu...	2022-12-26 04:02:26	2021-09-30	36.1	YES	History	275	2021-09-26	2022-09-30	
1-101128	Basic	2000-00-00	Construct Masters	Construction	Construction	2023-01-13 03:20:54	2021-01-18	178.1	YES	History	444	2021-04-15	2022-04-15	
1-101129	Basic	2000-00-00	Ideal Automotive	Foundry/Metal Forming	Foundry/Metal Forming	2000-08-01 00:00:00	2020-10-30	139.2	NO	History	439	2023-01-09	2024-01-10	
1-101129	Basic	2023-02-23	Baoulyas v Galatas	Food/Beverage	Food/Beverage	2023-04-17 16:09:55	2022-11-25	99.6	NO	History	585	2023-04-21	2024-04-21	
1-101129	Basic	2000-00-00	Balt Hesse	General Mfg	General Mfg	2000-08-01 00:00:00	2021-09-30	0.0	YES	History	500	2000-08-00	2020-09-29	
1-101129	Basic	2000-00-00	Arsenallement de Fr...	Contract Cleaning	Contract Cleaning	2023-04-20 02:56:31	2021-01-27	68.6	YES	History	533	2022-01-17	2023-01-17	
1-101129	Trial	2023-07-06	Van Hoer Cleaning S.r.l.	Transportation/Cargo	Transportation/Cargo	2023-04-14 04:47:34	2023-04-07	188.4	YES	History	482	2022-03-15	2023-02-15	
1-101129	Basic	2023-03-09	Trip Densitomety G...	General Mfg	General Mfg	2023-04-07 06:03:52	2022-12-09	39.3	YES	History	500	2022-01-26	2023-01-26	
1-101129	Basic	2000-00-00	Topfield By Top Enjin	Plastics	Plastics	2023-05-01 17:59:54	2020-05-21	457.4	NO	History	844	2022-09-05	2023-09-05	
1-101129	Basic	2000-00-00	Ende Autovac-Truck	Contract Cleaning	Contract Cleaning	2023-06-08 10:35:27	2022-03-22	133.3	NO	History	422	2023-03-07	2024-03-07	
1-101129	Basic	2023-03-14	CMS C15 Maria Wilhel	Contract Cleaning	Contract Cleaning	2023-04-21 04:09:51	2022-12-14	118.3	NO	History	418	2023-04-20	2024-04-20	
1-101129	Basic	2023-02-23	D.L. Beach Co.	North Central (550)	Contract Cleaning	2023-04-12 10:08:24	2020-12-15	75.3	NO	History	573	2023-03-29	2024-04-03	
1-101207	Basic	2000-00-00	Emery.Dry.Ice (See-1)	North Central (550)	Contract Cleaning	2023-04-19 11:53:04	2021-03-22	438.0	NO	History	526	2022-11-09	2023-11-23	
1-101208	Basic	2000-00-00	DMS Contracting Inc	Midwest (510)	Contract Cleaning	2022-08-27 15:17:58	2020-11-13	31.7	YES	History	528	2021-12-14	2022-12-14	
1-101220	Basic	2000-00-00	Omeva Pro Services LLC	Mid-Atlantic (310)	Contract Cleaning	2023-02-27 11:06:38	2020-12-22	16.7	YES	History	500	2000-08-20	2020-09-29	
1-101221	Basic	2000-00-00	ServiceMaster Restoration	Southwest (700)	Construction	2023-06-09 17:17:18	2021-02-16	103.2	NO	History	569	2022-07-29	2023-07-29	
1-101223	Basic	2000-00-00	Emery.Dry.Ice (See-1)	South Central (300)	Contract Cleaning	2021-10-27 18:29:57	2021-05-26	9.0	NO	History	509	2023-05-08	2024-05-08	
1-101224	Basic	2000-00-00	Carverine LLC	Gulf States (320)	General Mfg	2023-06-15 11:03:24	2020-12-08	54.3	NO	History	542	2023-03-09	2024-03-09	
1-101225	Basic	2000-00-00	Red-E-Arc - Houston	South Central (300)	Contract Cleaning	2023-03-24 10:47:29	2019-10-09	139.5	YES	History	500	2000-08-00	2020-10-04	
1-101226	Basic	2000-00-00	United States Surface	Gulf States (320)	Dealer	2023-05-19 04:46:10	2019-10-10	182.4	NO	History	463	2023-03-09	2024-03-09	
1-101228	Basic	2000-00-00	Sealed Air CryoVac Di...	South Central (300)	Dealer	2021-05-24 14:02:08	2019-10-10	59.0	NO	History	559	2023-02-28	2024-02-28	
1-101229	Basic	2000-00-00	Emery.Dry.Ice (See-1)	North Central (550)	Contract Cleaning	2023-04-20 15:51:57	2021-03-24	322.9	YES	History	500	2000-08-00	2020-10-08	



# Smart Detect

- The **Smart Detect** page shows lists of machines that meet certain criteria. The criteria includes:
  - Machines that have/have not connected recently
  - Machines with data issues
  - Machines in need of service
- Using the filters at the top of the page, you can adjust which machines appear.
- If you have any filters activated, the “Filters” text will appear yellow.
- If you change your filter selection, click ‘Refresh’ to update the page.

The screenshot displays the ECaSP Smart Detect interface. At the top, there's a header with the title "ECaSP Smart Detect" and a "Filters" button. Below the header, there are three main sections: "Connectivity", "Data", and "Service". The "Connectivity" section contains the following data:

Category	Value
+ 16.7% of Machines connected (last 24 hours)	410 / 2,456
+ 53.4% of Machines haven't connected (last 30 days)	1,311 / 2,456
+ 6.9% of Machines that have not connected 90+ days after ship	170 / 2,456
+ 0.8% of Machines that have never connected	20 / 2,456

The "Data" and "Service" sections are partially visible below the connectivity stats. At the bottom, there's a "Full Breakdown" section and a note: "Data for this page is precalculated every 24 hours. It was last calculated at 2023-06-20 03:07:11 EST."

To the right of the main interface is a detailed view of the "Filters" section. It has two columns: "Customer" and "Region". Under "Customer", there are three toggle switches: "Customer Owned" (on), "Cold Jet Owned" (on), and "No Cust Name" (on). Under "Region", there are three toggle switches: "Americas" (on), "Asia" (on), and "EMEA" (on). A blue "Refresh" button is located at the bottom of this panel.



## Smart Detect (cont.)

- By default, only tables under the “Connectivity” category will be shown. You can view the contents of each category by clicking the header. To view the table information, simply click the header for the specific table you would like to view. Items can be collapsed again the same way.
- For information on how to use the smart detect table, see [How to Use Tables](#)

Serial #	Last Comm (EST)	Last Reported Radio Signal Strength	Hours of Operation	Customer	Country	Location
1+101295	2023-04-20 02:54:31	48.3	filter column...	Ascrainissement de Provence SARL	France	547 Chem. des Petits Poucets - 94330 Le Plessis, France
1+101292	2023-06-20 02:52:56	3	82.7	Demo stock: CJLA	Mexico	H39M+47 Ramos Arripe, Coahuila, Mexico
1+101417	2023-06-20 00:28:52	2	178.7	Industrial Tech Services	United States	1011 Bueneman Ln, Troy, MO 63379, USA
1+101480	2023-06-19 14:13:13	3	116.0	Hendrickson Composite Dayton	United States	3340 Germantown St, Dayton, OH 45417, USA
1+101594	2023-06-20 02:58:46	2	580.5	Huurre Ibérica, SA	Spain	Lloc Bruguera, 35, 17240, Girona, Spain
1+101622	2023-06-19 17:38:22		417.3	Meramec Group	United States	1033 Louisiana St, Sullivan, MO 63080, USA
1+101771	2023-06-20 00:55:04	2	82.8	CertainTeed LLC	United States	P097+65 Little Rock, AR, USA
1+101794	2023-06-20 02:51:50	2	92.3	Graphic Packaging	United States	FVQP+QM Centralia, IL, USA
1+101798	2023-06-19 15:41:02		263.9	Advanced Environmental Services Inc	Canada	1269 Lee Blvd, Winnipeg, MB R3T 5W8, Canada
1+101836	2023-06-20 02:08:13	3	606.6	MARTINREA HONSEL MEXICO	Mexico	Av. La Noria 103, Parque Industrial, 76220 Santa Rosa Jáuregui,
1+101838	2023-06-20 01:59:52	2	178.8	MARTINREA HONSEL MEXICO	Mexico	Av. Benito Juárez 109, 76220 Parque Industrial Querétaro, Oro.,
1+101839	2023-06-20 02:59:35	2	69.1	Promente	Japan	Japan, 〒800-0302 Fukuoka, Miyako District, Kanda, Wakahisachō, 2
1+101842	2023-06-19 17:01:41	2	14.1	Novolex - Duro Hilex Poly LLC	United States	1550 Ellis Rd N STE B, Jacksonville, FL 32254, USA
1+101957	2023-06-19 13:31:25	1	372.5	Sub Zero Solutions Inc	Canada	CR2P+P8 La Glace, AB, Canada
1+101971	2023-06-19 11:29:19	2	35.0	Controladora mabe, S.A.de C.V	Mexico	34F5+GB San Luis Potosí, San Luis Potosí, Mexico
1+101978	2023-06-19 11:59:56		156.2	Industrial Tech Services	United States	21 Stonegate Dr, Troy, MO 63379, USA
1+101983	2023-06-20 02:17:09	2	252.0	FUGRA	Mexico	Sta. Ana 25, Isidro Fabela, 52004 Lerma de Villada, Méx., Mexico
1+102013	2023-06-19 14:03:59	3	567.1	Nippon Ekitan Kanto Keihin Branch	Japan	5-3 Bandōyama, Higashimatsuyama, Saitama 355-0067, Japan
1+102040	2023-06-20 02:49:27	1	90.7	Goodyear-SLP S de RL de CV	Mexico	24J3+VX San Luis Potosí, San Luis Potosí, Mexico
1+102048	2023-06-19 11:58:15	2	285.3	UGN, Inc	Ohio, OH 45044, USA	
1+102091	2023-06-19 12:20:48	2	468.6	UGN, Inc	Euville, France	
1+102103	2023-06-20 03:00:03	3	196.5			
1+102171	2023-06-20 03:02:38	3	72.4			

## Smart Detect (cont.)

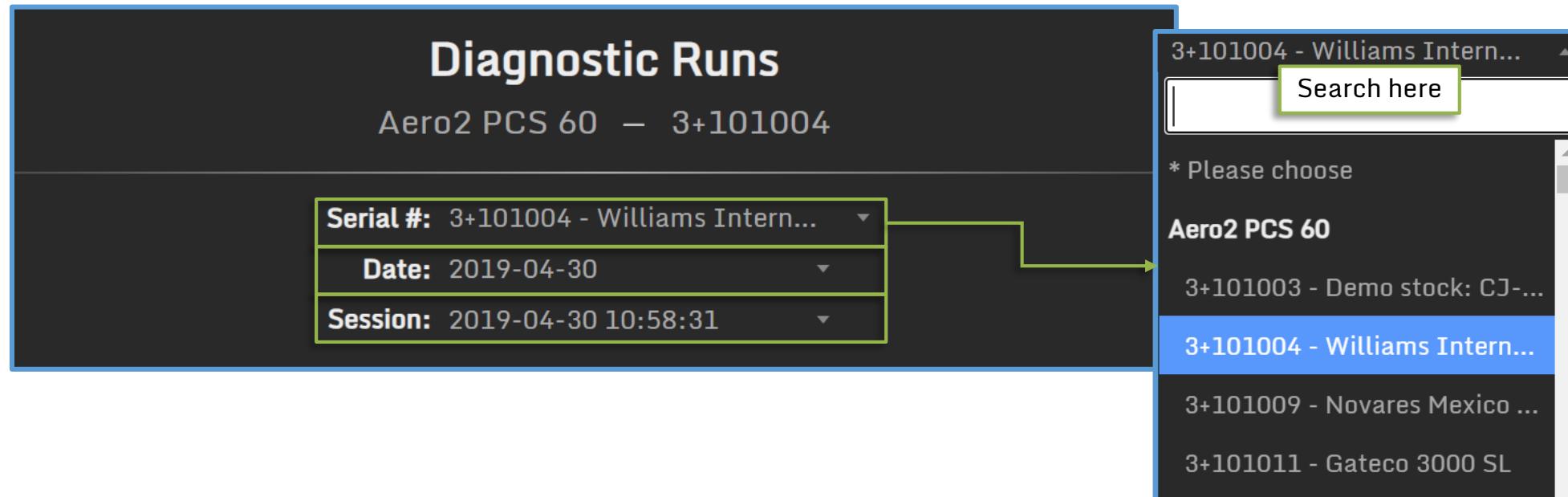
- The information that you can access via Smart Detect includes:
  - **Connectivity information:**
    - **Machines connected (last 24 hours)** - Sent data in the last 24 hours
    - **Machines not connected (last 30 days)** - Have not sent data in the last 30 days
    - **Machines not connected 90+ days after ship** - Have not sent any data since ship, and they shipped 90+ days ago
    - **Machines never connected** - Have never sent any data, even during shakedown
  - **Data issues:**
    - **Machines with out of bounds feed rates** - Reporting feed rates higher than the machine's maximum
    - **Machines with out of bounds pressure setting** - Reporting pressure settings higher than the machine's maximum
    - **Machines with out of order hour meter readings** - Lower hour meter readings on newer data than on older data

# Smart Detect (cont.)

- **Service issues:**
  - **Machines suddenly ceasing usage after consistent usage** - Machines that were used consistently before suddenly not sending any blasting data for 60+ days
  - **Machines with invalid serial numbers** - Incorrect serial number programmed
  - **Machines with invalid firmware versions** - Control board firmware version on machine is not a valid version
  - **Machines approaching service interval** - Within 50 hours or 30 days of next service interval
  - **Machines in need of service** - Service interval (hours or days) has been passed
  - **Machines with incorrect date setting** - Data being sent dated prior to 2019
  - **Machines with critical faults (last 7 days)** - Reported a critical fault in the last 7 days
- **Full Breakdown** - a list of every machine that meets one or more Smart Detect criteria, and which criteria they meet

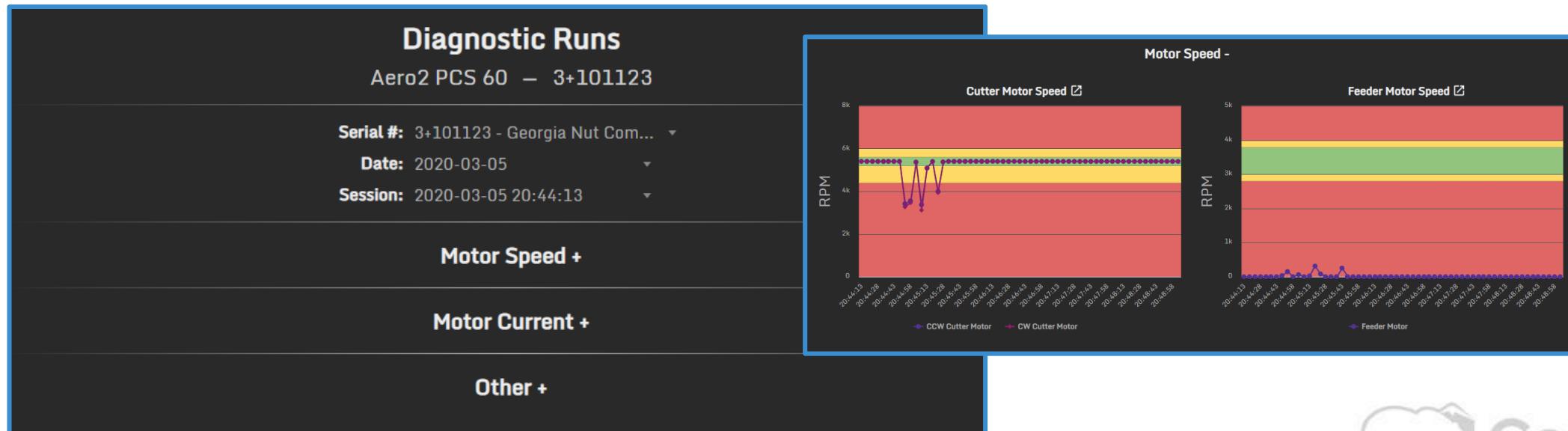
# Diagnostic Runs

- To view a **Diagnostic Run**, you must select a serial number, a date, and the session that you would like to access.
  - For more information on using the dropdown, see [How To Use Dropdowns](#).
- Diagnostic Runs may also be accessed from the **Single/Multi- Machine** section.



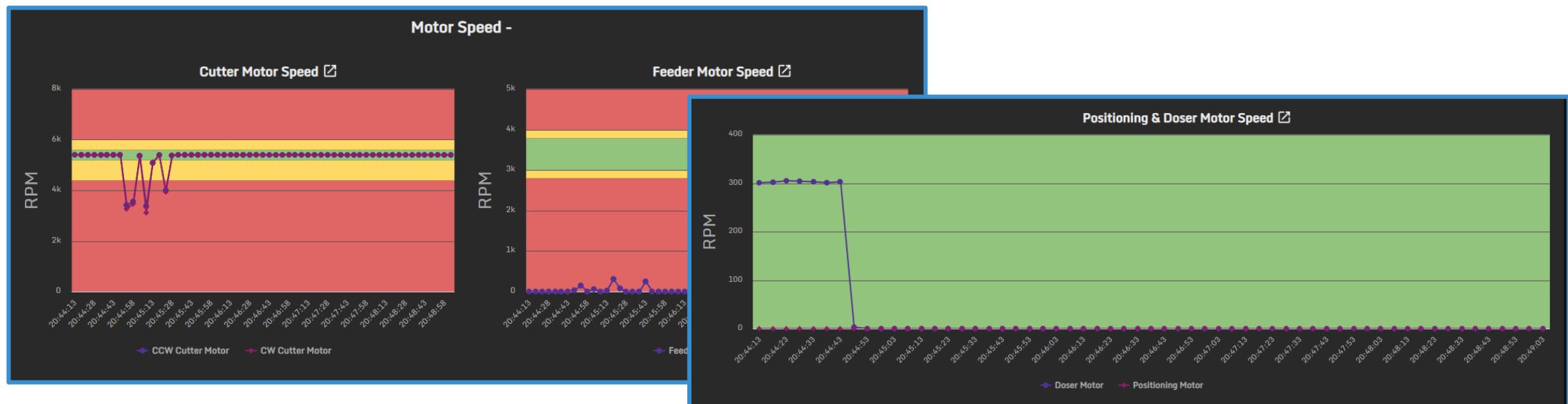
# Diagnostic Runs (cont.)

- Once you have chosen a session to view, three collapsible sections will appear. These are:
  - ‘Motor Speed’ - Displays the speed for each motor in RPM
  - ‘Motor Current’ - Displays the current of each motor in Amps
  - ‘Other’ - Displays other relevant data that is gathered during the diagnostic run, such as feed rate, hopper level, PCS size, and incoming air pressure
- Clicking any of these sections will reveal multiple charts inside.



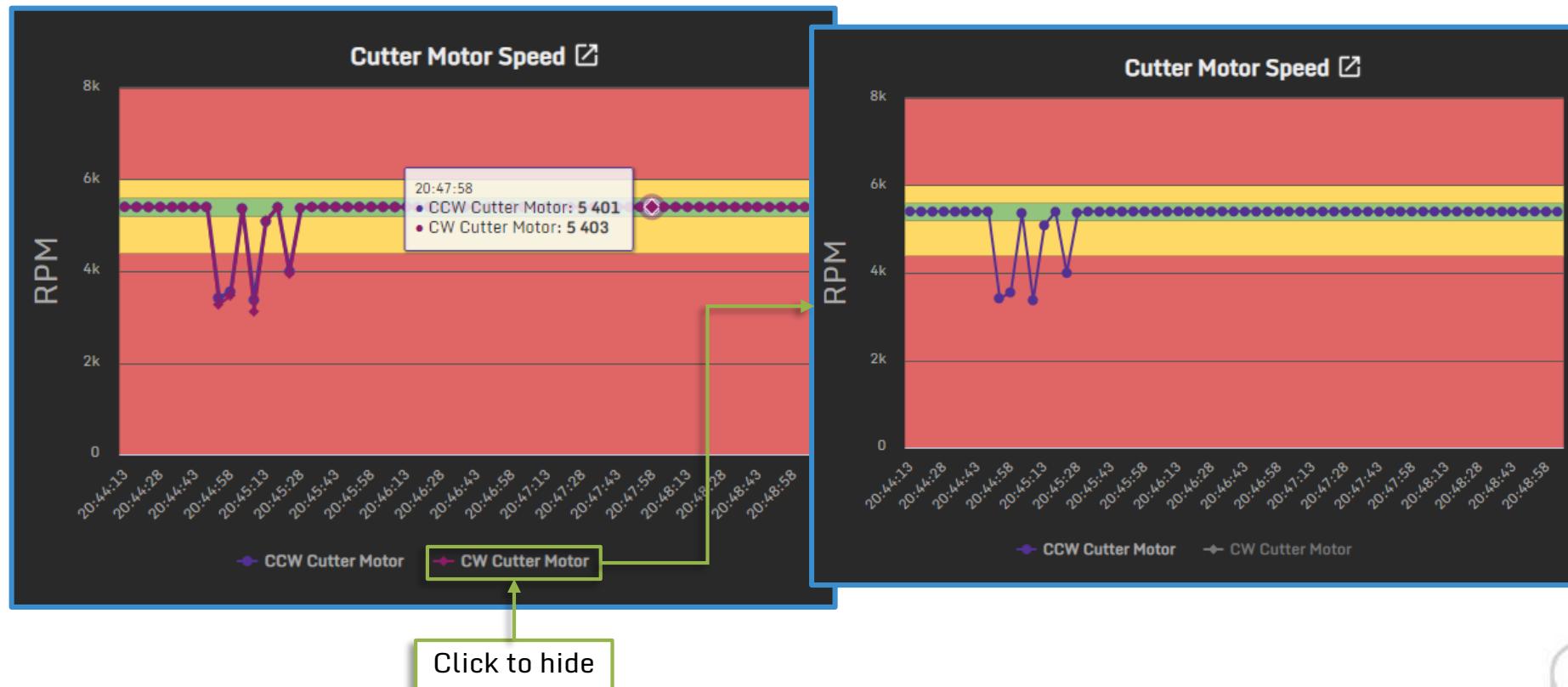
## Diagnostic Runs (cont.)

- Each chart displays range values, where applicable, to indicate whether the machine is running properly.
  - Values in **green** indicate that the values are appropriate.
  - Values in **yellow** indicate that the values are slightly out of range and should be monitored.
  - Values in **red** indicate that the values are way out of range and there is a potential issue.



## Diagnostic Runs (cont.)

- If you hover or touch any point on the chart, you can view detailed data for that point.
- By selecting a label beneath the chart, you can hide a plot line to show less data on the table.



# Data Export

- The Data Export page can be used to create an **XLSX** or **CSV** file, which can be used with Microsoft Excel.
- You may export Blast, Diagnostic, Status, or Fault data for an individual machine (Service, Customer sections) or for a group (Fleet section) between a specified timeframe.

The screenshot shows two overlapping windows. The top window is titled "Data Export" and contains instructions about file formats and row limits. It includes fields for "Serial #:" (set to "Please Choose"), "Data to Export" (Blast is selected), date/time ranges, and export buttons for CSV, Excel, and Now. The bottom window is a dropdown menu listing serial numbers, with one item highlighted. A green arrow points from the "Please Choose" field in the main window to the dropdown menu.

**Data Export**  
Note that Excel exports are limited to 10K rows.  
To export larger sets of data, use CSV which can export up to 150K rows.

Serial #: \* Please Choose

Data to Export

Blast  Diagnostic  Status  Fault

2022-09-01	To	2022-09-06
00:00 UTC		23:59 UTC

Export CSV   Export Excel   Export Now

\* Please choose

- 3+101008 - Everform Molded...
- 3+101009 - Novares Mexico ...
- 3+101010 - NCo2 (Lixxbail)
- 3+101011 - Gateco 3000 SL
- 3+101012 - Kurt Joseph Hol...

Search serial number

# Data Export (cont.)

- When selecting “Export CSV”, only one type of data may be selected.
- If you select “Export Excel”, you may choose to export multiple types of data.
- If you select multiple types of data to export, your file will have separate sheets for each type.

**Data Export**  
Note that Excel exports are limited to 10K rows.  
To export larger sets of data, use CSV which can export up to 150K rows.

Serial #: \* Please Choose ▾

Data to Export

Blast  Diagnostic  Status  Fault

2022-09-01	To	2022-09-06
00:00 UTC		23:59 UTC

Export CSV   Export Excel

Export Now

Export Excel (XLSX)

**Data Export**  
Note that Excel exports are limited to 10K rows.  
To export larger sets of data, use CSV which can export up to 150K rows.

Serial #: \* Please Choose ▾

Data to Export

Blast  Diagnostic  Status  Fault

2022-09-01	To	2022-09-06
00:00 UTC		23:59 UTC

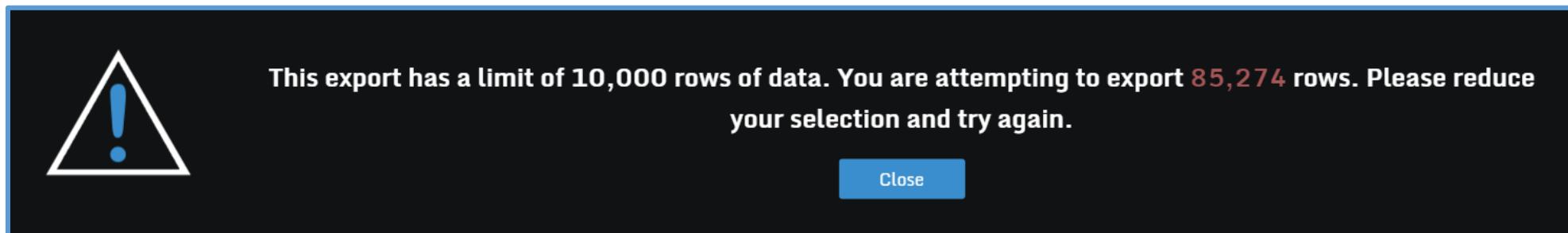
Export CSV   Export Excel

Export Now

Export CSV

## Data Export (cont.)

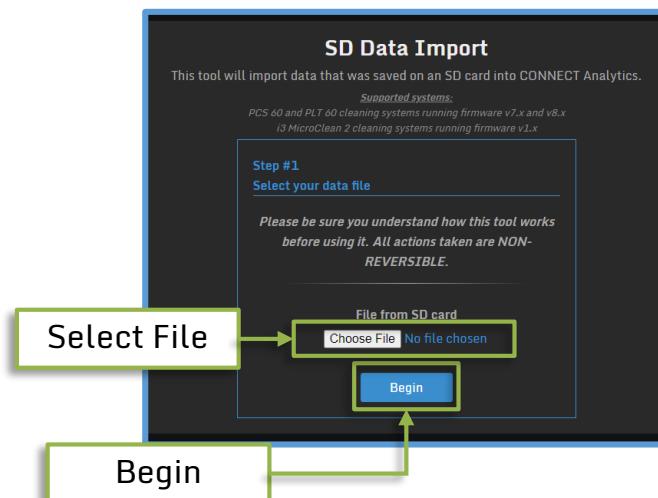
- Data Export may also be accessed from the Single/Multi- Machine and Fleet sections.
- Note - when exporting an XLSX file, there is a limit of 10,000 rows of data. If you exceed this, a popup will tell you how many rows you attempted and request that you reduce your selection.



# Data Import

\* This page is available to administrators only. If you are not an administrator and would like data to be imported, contact Bob Gruen at [rgruen@coldjet.com](mailto:rgruen@coldjet.com).

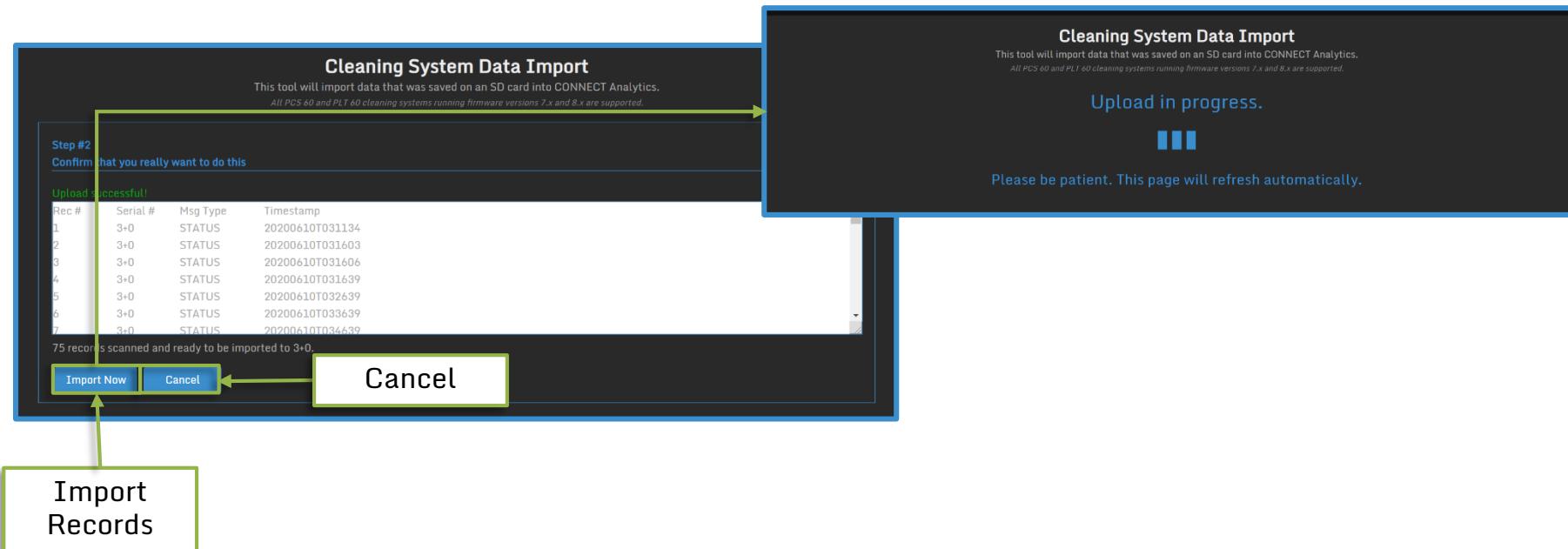
- The **Data Import** page imports information that was previously saved to a machine's SD card into CONNECT Analytics.
- To start importing data, choose a file and press 'Begin'.



# Data Import (cont.)

\* This page is available to administrators only

- Once the page has finished loading, you can review the records before importing them.
- Click ‘Import Now’ to import the data or ‘Cancel’ to go back.
- Note - Actions taken on this page are not reversible.



# Data Import (cont.)

\* This page is available to administrators only

- After the data is imported you can see the number of records which have been imported.
- Any duplicate records, records without timestamps or records missing a serial number will be skipped and indicated on this page.
- To view the machine with new data, click on the ‘Click here’ link provided.

**Cleaning System Data Import**

This tool will import data that was saved on an SD card into CONNECT Analytics.  
All PCS 60 and PLT 60 cleaning systems running firmware versions 7.x and 8.x are supported.

**Import completed**

Number of imported records

0 records have been imported.  
75 duplicate records (skipped)  
0 records missing timestamp (skipped)  
0 records missing serial # (skipped)

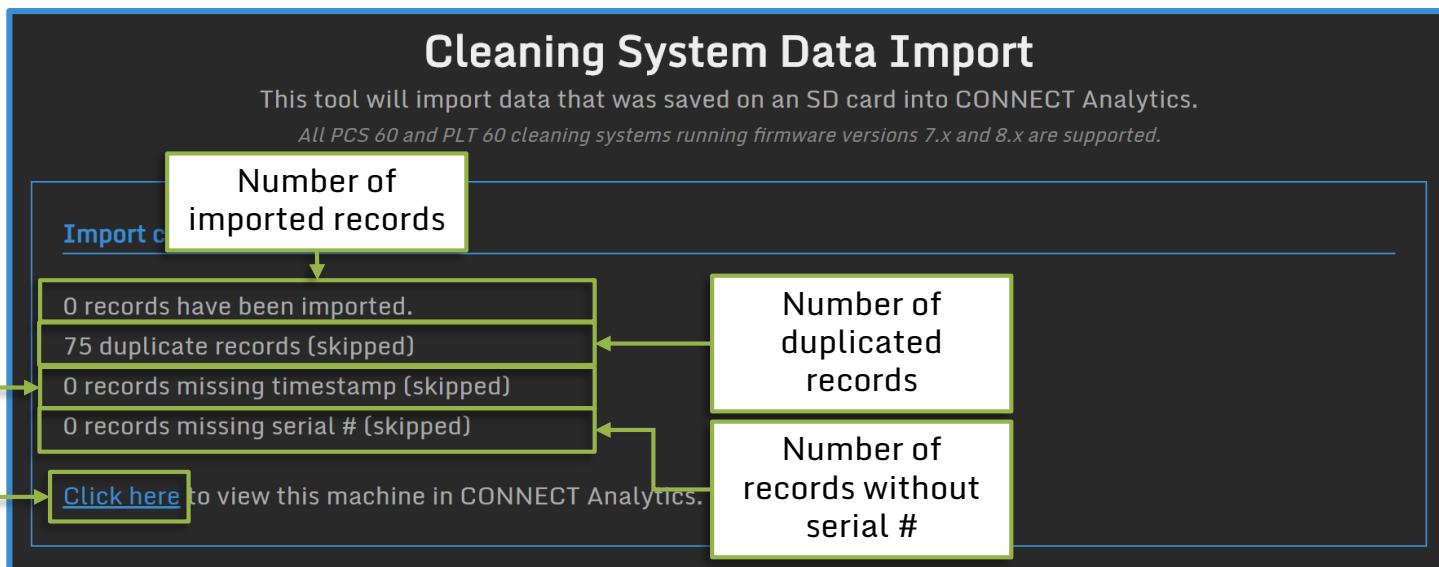
Number of duplicated records

Number of records without timestamp

Number of records without serial #

[View Machine](#)

[Click here](#) to view this machine in CONNECT Analytics.



# Customer Management

\* This page is available to administrators only

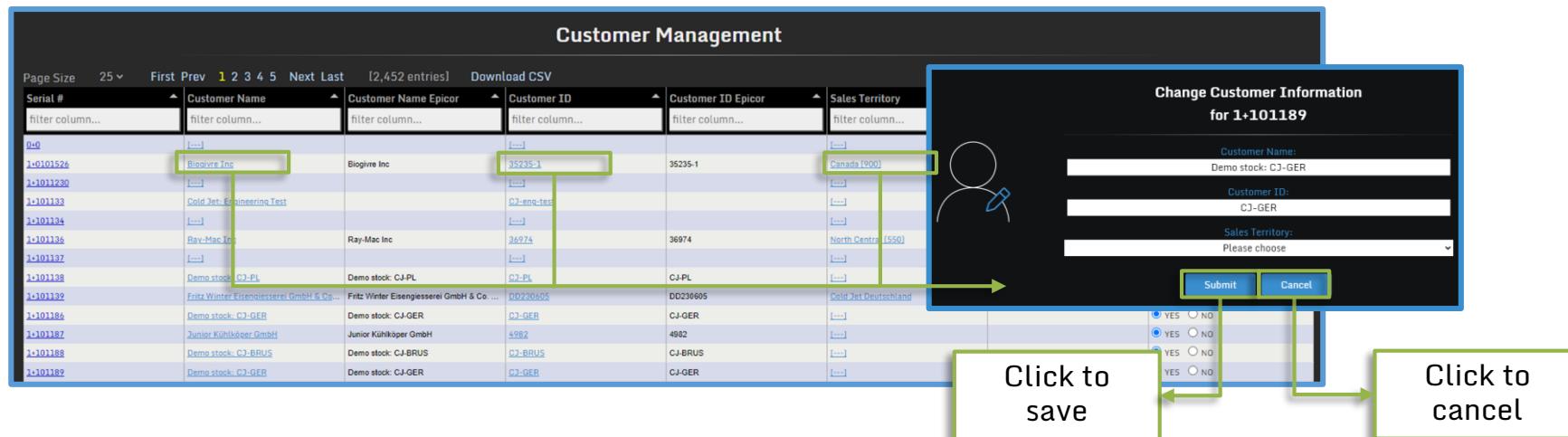
- The Customer Management page is used to manage the names, IDs, and sales territories of customers

Customer Management							
Page Size	25 ▾	First	Prev	1 2 3 4 5	Next	Last	[2,452 entries]
Serial #	Customer Name	Customer Name Epicor	Customer ID	Customer ID Epicor	Sales Territory	Sales Territory Epicor	Allow Epicor Customer Up...
0+0							<input checked="" type="radio"/> YES <input type="radio"/> NO
1+0101526	Biogivre Inc	Biogivre Inc	25235-1	35235-1	Canada (900)	Canada (900)	<input checked="" type="radio"/> YES <input type="radio"/> NO
1+0101230							<input checked="" type="radio"/> YES <input type="radio"/> NO
1+0101133	Cold Jet- Engineering Test		CJ-eng-test				<input type="radio"/> YES <input checked="" type="radio"/> NO
1+0101134							<input checked="" type="radio"/> YES <input type="radio"/> NO
1+0101136	Bay-Mac Inc	Ray-Mac Inc	36974	36974	North Central (550)	North Central (550)	<input checked="" type="radio"/> YES <input type="radio"/> NO
1+0101137							<input checked="" type="radio"/> YES <input type="radio"/> NO
1+0101138	Demo stock- CJ-PL	Demo stock: CJ-PL	CJ-PL	CJ-PL			<input checked="" type="radio"/> YES <input type="radio"/> NO
2+0101139	Fritz Winter Eisengiesserei GmbH & Co ...	Fritz Winter Eisengiesserei GmbH & Co ...	DD230605	DD230605	Cold Jet Deutschland	Cold Jet Deutschland	<input checked="" type="radio"/> YES <input type="radio"/> NO
1+0101186	Demo stock- CJ-GER	Demo stock: CJ-GER	CJ-GER	CJ-GER			<input checked="" type="radio"/> YES <input type="radio"/> NO
1+0101187	Junior Kühlköper GmbH	Junior Kühlköper GmbH	4982	4982			<input checked="" type="radio"/> YES <input type="radio"/> NO
1+0101188	Demo stock- CJ-BRUS	Demo stock: CJ-BRUS	CJ-BRUS	CJ-BRUS			<input checked="" type="radio"/> YES <input type="radio"/> NO
1+0101189	Demo stock- CJ-GER	Demo stock: CJ-GER	CJ-GER	CJ-GER			<input checked="" type="radio"/> YES <input type="radio"/> NO

# Customer Management (cont.)

\* This page is available to administrators only

- Customer information can be altered by tapping or clicking the blue information in the respective column.
  - A pop up box will appear for changes to be made.
  - To save the data, click the ‘submit’ button.
  - To cancel any changes, click the ‘cancel’ button
- Note - Changes in the ‘Allow Epicor Customer Updates’ column are saved automatically.



# User Management

- The **User Management** landing page allows you to view either single/multi-machine, fleet, or dealer user accounts.
- Note - Only administrators will see the landing page. Non-administrators will be taken straight to the [Single/Multi-Machine User Management page](#).

**User Management**  
View single machine user accounts



**Fleet User Management**  
View, add, and edit fleet user accounts



**Dealer User Management**  
View, add, and edit dealer user accounts



# Single/Multi- Machine User Management

- **Single/Multi- Machine User Management** is where information regarding every CONNECT® Analytics (Single or Multi-Machine) account is displayed.

Serial #	Model	Customer	Sales Territory	Subscription	Auth Code	User Type	Last Login (EST)	Logins (last 30d)	Page Views (last 30d)	DEMO Logins ...	URLs
1+0	Aero2 PLT 60	Biogivre Inc	Canada (900)	Trial	CNDN00HQ	Single Machine	---	0	0	0	Support   Analytics
1+0101526	Aero2 PLT 60			Basic (PREV Trial)	GBNM1526	Multi-Machine	---	0	1	0	Support   Analytics
1+0111230	Aero2 PLT 60			Trial	AHOK1230	Single Machine	2023-03-15 16:28:06	0	0	0	Support   Analytics
1+0101133	Aero2 PLT 60	Cold Jet: Engineering Test		Trial	NILlo1133	Single Machine	2023-02-24 12:27:20	0	0	0	Support   Analytics
1+0101134	Aero2 PLT 60			Trial	RGNP1134	Single Machine	2022-11-15 16:45:10	0	0	0	Support   Analytics
1+0101136	Aero2 PLT 60	Ray-Mac Inc	North Central (550)	Basic (PREV Trial)	JZCP1136	Single Machine	2021-08-23 18:00:22	0	0	0	Support   Analytics
1+0101137	Aero2 PLT 60			Trial	JKTS1137	Single Machine	---	0	0	0	Support   Analytics
1+0101138	Aero2 PLT 60	Demo stock: CJ-PL		Trial	DSNP1138	Multi-Machine	2022-04-14 09:08:40	0	0	0	Support   Analytics
1+0101139	Aero2 PLT 60	Fritz Winter Eisengiesser...	Cold Jet Deutschland	Basic (PREV Trial)	WSMD1139	Single Machine	2021-07-21 10:53:58	0	0	0	Support   Analytics
1+0101186	Aero2 PLT 60	Demo stock: CJ-GER		Trial	VFBB1186	Multi-Machine	2022-02-16 09:06:51	0	0	0	Support   Analytics
1+0101187	Aero2 PLT 60	Junior Kühlkörper GmbH		Basic (PREV Trial)	GMBH1187	Single Machine	---	0	0	0	Support   Analytics
1+0101188	Aero2 PLT 60	Demo stock: CJ-BRUS		Trial	WEBC1188	Multi-Machine	2022-09-21 06:18:10	0	0	0	Support   Analytics

# Single/Multi- Machine User Management (cont.)

- Using the table, the following information can be viewed:

- Serial number
- Machine Model
- Customer Name
- Sales Territory
- Subscription
- Authentication Code
- User Type
- Date of user's last login to CONNECT® Analytics

- Support URL - Machine CONNECT® page
- Number of logins, page views, and demo logins during the timeframe you set in the “Filters” section
- Analytics URL - CONNECT® Analytics login page for the machine

Page Size	25 ▾	First	Prev	1	2	3	4	5	Next	Last	[2,452 entries]	Download CSV
Serial #	Model	Customer	Sales Territory	Subscription	Auth Code	User Type	Last Login (EST)	Logins (last 3...	Page Views (I...	DEMO Logins ...	URLs	
0+0				Trial	CNON00+0	Single Machine	---	0	0	0	<a href="#">Support</a> <a href="#">Analytics</a>	
1+0101526	Aero2 PLT 60	Biogivre Inc	Canada (900)	Basic (PREV: Trial)	GBNM1526	Multi-Machine	---	0	1	0	<a href="#">Support</a> <a href="#">Analytics</a>	
1+0101130	Aero2 PLT 60			Trial	AHQK1230	Single Machine	2023-03-15 16:26:06	0	0	0	<a href="#">Support</a> <a href="#">Analytics</a>	
1+0101133	Aero2 PLT 60	Cold Jet: Engineering Test		Trial	NILLte1133	Single Machine	2023-02-24 12:27:20	0	0	0	<a href="#">Support</a> <a href="#">Analytics</a>	
1+0101134	Aero2 PLT 60			Trial	RGNP1134	Single Machine	2022-11-15 16:45:10	0	0	0	<a href="#">Support</a> <a href="#">Analytics</a>	
1+0101136	Aero2 PLT 60	Ray-Mac Inc	North Central (550)	Basic (PREV: Trial)	JJCPl136	Single Machine	2021-08-23 18:00:22	0	0	0	<a href="#">Support</a> <a href="#">Analytics</a>	
1+0101137	Aero2 PLT 60			Trial	JKTS1137	Single Machine	---	0	0	0	<a href="#">Support</a> <a href="#">Analytics</a>	
1+0101138	Aero2 PLT 60	Demo stock: CJ-PL		Trial	DSPN1138	Multi-Machine	2022-04-14 09:08:40	0	0	0	<a href="#">Support</a> <a href="#">Analytics</a>	
1+0101139	Aero2 PLT 60	Fritz Winter Eisengiesser...	Cold Jet Deutschland	Basic (PREV: Trial)	WSMD01139	Single Machine	2021-07-21 10:53:58	0	0	0	<a href="#">Support</a> <a href="#">Analytics</a>	
1+0101186	Aero2 PLT 60	Demo stock: CJ-GER		Trial	VFBB1186	Multi-Machine	2022-02-16 09:08:51	0	0	0	<a href="#">Support</a> <a href="#">Analytics</a>	
1+0101187	Aero2 PLT 60	Junior Kühlkörper GmbH		Basic (PREV: Trial)	GMBH1187	Single Machine	---	0	0	0	<a href="#">Support</a> <a href="#">Analytics</a>	
1+0101188	Aero2 PLT 60	Demo stock: CJ-BRUS		Trial	WEBC1188	Multi-Machine	2022-09-21 06:18:10	0	0	0	<a href="#">Support</a> <a href="#">Analytics</a>	



# Single/Multi- Machine User Management (cont.)

- Using the filters located at the top of the page, you can adjust which machines appear in the list. The three primary filters are:

## Machine Types

- Customer Owned
- Cold Jet Owned
- No Customer Name

## Region

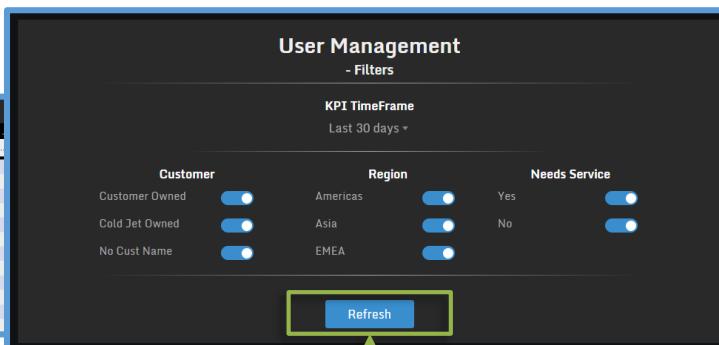
- Americas
- Asia
- EMEA

## Service

- Needs Service
- Doesn't Need Service

- You may also choose a KPI Timeframe to change a variety on information on the page.
- If you have any filters activated, the “Filters” text will appear yellow.
- If you change your filter selection, click ‘Refresh’ to update the page.

Serial #	Model	Customer	Sales Territory	Subscription	Auth Code	User Type	Last Login (EST)	Logins (last 3...	Page Views (l...	DEMO Logins
000						True	CN010000	0	0	0
100101328	Aero2 PLT 60	Bogoe Inc	Canada (500)	Basic (PREV Trial)	GBNH1520	<input checked="" type="checkbox"/> Single Machine	—	0	0	0
100101329	Aero2 PLT 60				AHOK1220	<input checked="" type="checkbox"/> Multi-Machine	—	0	0	0
100101330	Aero2 PLT 60	Cold Jet Engineering Test			N116171113	<input checked="" type="checkbox"/> Single Machine	2023-03-15 16:25:06	0	0	0
100101334	Aero2 PLT 60				R0NP1324	<input checked="" type="checkbox"/> Single Machine	2023-03-24 12:27:20	0	0	0
100101336	Aero2 PLT 60	Ray-Mac Inc	North Central (550)	Basic (PREV Trial)	J22CP1136	<input checked="" type="checkbox"/> Single Machine	2023-03-15 16:45:10	0	0	0
100101337	Aero2 PLT 60				26T51136	<input checked="" type="checkbox"/> Single Machine	2024-01-23 18:09:22	0	0	0
100101338	Aero2 PLT 60	Demo stock: CJPL			D5NP1138	<input checked="" type="checkbox"/> Multi-Machine	—	0	0	0
100101339	Aero2 PLT 60	Fritz Winter Eisengeser. Cold Jet Deutschland		Basic (PREV Trial)	W3M01139	<input checked="" type="checkbox"/> Single Machine	2021-07-21 19:53:58	0	0	0
100101346	Aero2 PLT 60	Demo stock: CJ-GER			V3B01166	<input checked="" type="checkbox"/> Multi-Machine	2022-02-16 09:05:51	0	0	0
100101387	Aero2 PLT 60	Junior Kühlköpfe GmbH		Basic (PREV Trial)	Q4H01187	<input checked="" type="checkbox"/> Single Machine	—	0	0	0
100101388	Aero2 PLT 60	Demo stock: CJ-EURO			W3RC1188	<input checked="" type="checkbox"/> Multi-Machine	2022-09-21 06:18:10	0	0	0



Click here



# Single/Multi- Machine User Management (cont.)

- Authentication codes can be altered by tapping or clicking the current code.
  - A pop up box will appear for changes to be made.
  - To save the data, click the 'Submit' button.
  - To cancel any changes, click the 'Cancel' button
  - Note - Only administrators are authorized to change authorization codes.**
- If you click the copy icon next to an authentication code, support URL, or analytics URL, the code/URL will be copied to your clipboard.

The diagram illustrates the Single/Multi-Machine User Management process through three main screens:

- User List Screen:** Shows a table of users with columns: Last Login (EST), Logins (last 30 days), Page Views (last 30 days), DEMO Logins, and URLs. A green box highlights the 'Copy' icon next to the URL for user 1+101188.
- Change Auth Code Dialog:** A modal window titled "Change Auth Code for 1+101188". It displays the current Auth Code: WEBC1188. It includes "Submit" and "Cancel" buttons, and two additional buttons labeled "Click to save" and "Click to cancel".

Annotations with arrows indicate the flow from the user list to the change dialog, and from the change dialog back to the user list.

**Warning Message:** "Only administrators are authorized to make adjustments to customer information. Contact iot@coldjet.com if you wish to make a change."

**User List Data:**

ID	Machine	Customer	Auth Code	Last Login (EST)	Logins (last 30 days)	Page Views (last 30 days)	DEMOS Logins	URLs
1+101132	Aero2 PLT 60	Cold Jet Engineering Test	11111111111111111111111111111111	2023-03-15 16:26:06	0	0	0	Support
1+101133	Aero2 PLT 60	Cold Jet Engineering Test	NH1101133	2023-02-24 12:27:20	0	0	0	Support
1+101134	Aero2 PLT 60	Ray-Mac Inc	RGNP1134	2023-02-24 12:27:20	0	0	0	Support
1+101136	Aero2 PLT 60	Ray-Mac Inc	JJCP1136	2023-02-24 12:27:20	0	0	0	Support
1+101137	Aero2 PLT 60	Demo stock: CJ-PL	ZK151137	2022-04-14 09:08:40	0	0	0	Support
1+101138	Aero2 PLT 60	Fritz Winter Eisengiesser... Cold Jet Deutschland	D5NP1138	2021-07-21 10:53:58	0	0	0	Support
1+101139	Aero2 PLT 60	Demo stock: CJ-GER	WSM01139	2022-02-16 09:06:51	0	0	0	Support
1+101186	Aero2 PLT 60	Junior Kühlkörper GmbH	VFBB1186	2022-02-16 09:06:51	0	0	0	Support
1+101187	Aero2 PLT 60	Demo stock: CJ-BRUS	GMHB1187	2022-08-21 06:18:10	0	0	0	Support
1+101188	Aero2 PLT 60	Demo stock: CJ-BRUS	WEBC1188	2022-08-21 06:18:10	0	0	0	Support

# Single/Multi- Machine User Management (cont.)

- You can search through the table data using the white boxes located below each header and entering the information that you would like to pull up.
  - For example, if you type ‘1028’ in the serial number column, machines with ‘1028’ in their serial number will be shown.
- Each serial number includes a hyperlink that will allow you to see the customer page for that specific machine.
- For more information on how to use the user management table, see [\*\*How to Use Tables\*\*](#)

Serial #	Model	Customer	Sales Territory	Subscription	Auth Code	User Type	Last Login (EST)	Logins (last 3...)	Page Views (I...)	DEMO Logins ...	URLs
0-0				Trial	CNON0000	Single Machine	----	0	0	0	
1-0101526	Aero2 PLT 60	Biogive Inc	Canada (900)	Basic (PREV Trial)	GNNM1526	Multi-Machine	----	0	1	0	
1-0101230	Aero2 PLT 60			Trial	AHOK1230	Single Machine	2023-03-15 16:26:06	0	0	0	
1-0101133	Aero2 PLT 60	Cold Jet: Engineering Test		Trial	NLLG1133	Single Machine	2023-02-24 12:27:20	0	0	0	
1-0101134	Aero2 PLT 60			Trial	RGNP1134	Single Machine	2022-11-15 16:45:10	0	0	0	
1-0101336	Aero2 PLT 60	Ray-Mac Inc	North Central (550)	Basic (PREV Trial)	JTCP1136	Single Machine	2021-08-23 18:00:22	0	0	0	
1-0101337	Aero2 PLT 60			Trial	JKTS1137	Single Machine	----	0	0	0	
1-0101338	Aero2 PLT 60	Demo stock: CJ-PL		Trial	DSNP1138	Multi-Machine	2022-04-14 09:08:40	0	0	0	
1-0101339	Aero2 PLT 60	Fritz Winter Eisengiesser...	Cold Jet Deutschland	Basic (PREV Trial)	WSM01139	Single Machine	2021-07-21 10:53:58	0	0	0	
1-0101186	Aero2 PLT 60	Demo stock: CJ-GER		Trial	VFBB1186	Multi-Machine	2022-02-16 09:06:51	0	0	0	
1-0101187	Aero2 PLT 60	Junior Kühlköper GmbH		Basic (PREV Trial)	GHMB1187	Single Machine	----	0	0	0	
1-0101188	Aero2 PLT 60	Demo stock: CJ-BRUS		Trial	WERC1188	Multi-Machine	2022-09-21 06:18:10	0	0	0	



# Fleet User Management

- \* This page is available to administrators only.
- Fleet User Management is where information regarding every CONNECT® Analytics Fleet account is displayed. The table includes:
  - Actions (Edit, Delete)
  - Customer Name
  - User Name
  - Email
  - Last Login
  - Number of logins and page views in the last 30 days

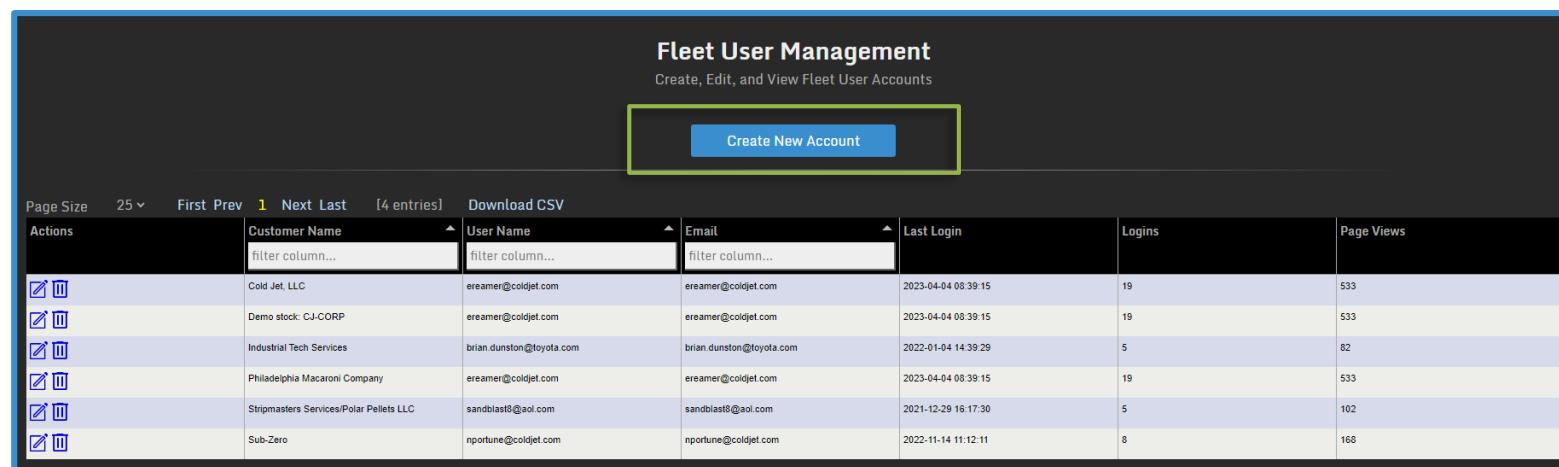
**Fleet User Management**  
Create, Edit, and View Fleet User Accounts

Create New Account

Actions	Customer Name	User Name	Email	Last Login	Logins	Page Views
	Cold Jet, LLC	reamer@coldjet.com	reamer@coldjet.com	2023-04-04 08:39:15	19	533
	Demo stock: CJ-CORP	reamer@coldjet.com	reamer@coldjet.com	2023-04-04 08:39:15	19	533
	Industrial Tech Services	brian.dunston@toyota.com	brian.dunston@toyota.com	2022-01-04 14:39:29	5	82
	Philadelphia Macaroni Company	reamer@coldjet.com	reamer@coldjet.com	2023-04-04 08:39:15	19	533
	Stripmasters Services/Polar Pellets LLC	sandblast8@aol.com	sandblast8@aol.com	2021-12-29 16:17:30	5	102
	Sub-Zero	nportune@coldjet.com	nportune@coldjet.com	2022-11-14 11:12:11	8	168

# Fleet User Management (cont.)

- You can search through the table data using the white boxes located below each header and entering the information that you would like to pull up.
- For information on how to use the fleet user management table, see [\*\*How to Use Tables\*\*](#)
- To create a new fleet user account, select “Create New Account”
- To edit an existing fleet user account, select the pencil icon next to the specific account you would like to change
- To delete a fleet user account, click the trash can next to the account you would like to delete.



Fleet User Management						
Create, Edit, and View Fleet User Accounts						
<a href="#">Create New Account</a>						
Page Size	25 ▾	First	Prev	1	Next	Last
Actions	Customer Name	User Name	Email	Last Login	Logins	Page Views
<a href="#"></a> <a href="#"></a>	Cold Jet, LLC	ereamer@coldjet.com	ereamer@coldjet.com	2023-04-04 08:39:15	19	533
<a href="#"></a> <a href="#"></a>	Demo stock: CJ-CORP	ereamer@coldjet.com	ereamer@coldjet.com	2023-04-04 08:39:15	19	533
<a href="#"></a> <a href="#"></a>	Industrial Tech Services	brian.dunston@toyota.com	brian.dunston@toyota.com	2022-01-04 14:39:29	5	82
<a href="#"></a> <a href="#"></a>	Philadelphia Macaroni Company	ereamer@coldjet.com	ereamer@coldjet.com	2023-04-04 08:39:15	19	533
<a href="#"></a> <a href="#"></a>	Stripmasters Services/Polar Pellets LLC	sandblast8@aol.com	sandblast8@aol.com	2021-12-29 16:17:30	5	102
<a href="#"></a> <a href="#"></a>	Sub-Zero	nportune@coldjet.com	nportune@coldjet.com	2022-11-14 11:12:11	8	168

# Add Fleet User

- \* This page is available to administrators only.
- To create a fleet user account, you must provide the following fields:
  - Customer name, selected via dropdown
  - Customer email address
  - User name
  - Password
- Customers will be prompted to change their password upon first login.

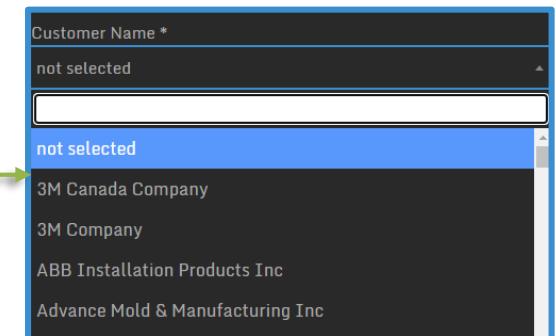
**Add Fleet User**  
Create a new fleet user account

Customer Name \*  

Email \*

User Name \*

Password \*



# Edit Fleet User

- \* This page is available to administrators only.
- When editing a fleet account, you can edit the following fields:
  - Email
  - User name
  - Password
- By expanding the “Machines in Fleet” section, you can quickly view all machines that the customer owns.
- If you do not enter a password, the customer’s old password will remain unchanged.

**Edit Fleet User**  
Update a fleet user account

Customer Name  
**Industrial Tech Services**

Email \*  Check    User Name \*  Check

Password \*

Machines in Fleet



# Dealer User Management

- \* This page is available to administrators only.
- Dealer User Management is where information regarding every CONNECT® Analytics Dealer account is displayed. The table includes:
  - Actions (Edit, Delete)
  - Dealer Name
  - Dealer ID
  - User Name(s)
  - Serial #(s)

Dealer Management				
Create, Edit, and View Dealers				
<a href="#">Create New Dealer</a>				
Page Size	25 ▾	First	Prev	1
Actions	Dealer Name filter column...	Dealer ID filter column...	User Name(s)	Serial #(s)
<a href="#"></a> <a href="#"></a>	Cold Jet Australia	27	callardice, cposada	3+101483, 3+101484, 3+101489, 1+101554, 3+101621, 3+101625, 3...
<a href="#"></a> <a href="#"></a>	Test	26	iotdealer	1+101133, 3+101166, 3+101731, 3+041270, 3+092498, 3+061599, 3...

## Dealer User Management (cont.)

- You can search through the table data using the white boxes located below each header and entering the information that you would like to pull up.
- For information on how to use the dealer user management table, see [\*\*How to Use Tables\*\*](#)
- To create a new dealer user account, select “Create New Account”
- To edit an existing dealer user account, select the pencil icon next to the specific account you would like to change
- To delete a dealer user account, click the trash can next to the account you would like to delete.

Dealer Management				
Create, Edit, and View Dealers				
<a href="#">Create New Dealer</a>				
Actions	Dealer Name filter column...	Dealer ID filter column...	User Name(s)	Serial #(s)
	Cold Jet Australia	27	callardice, cposada	3+101483, 3+101484, 3+101489, 1+101554, 3+101621, 3+101625, 3...
	Test	28	loldealer	1+101133, 3+101166, 3+101731, 3+041270, 3+092498, 3+061599, 3...

# Add Dealer User

- \* This page is available to administrators only.
- To create a fleet user account, you must provide the following fields:
  - Dealer Name
  - User Name(s), selected via dropdown
    - All user names available in the dropdown are myColdJet users that have dealer IoT permissions.
  - Machine(s) for Dealer, selected via dropdown
- As you select items in each dropdown, they will be added in boxes on the page so that you may make multiple selections.

The screenshot illustrates the 'Add Dealer' process. On the left, the initial state shows four dropdown menus: 'Dealer Name \*', 'User Name(s) \*', 'Machine(s) for Dealer \*', and a 'Save' button. A green arrow points from the 'User Name(s)' field to its dropdown menu, which is expanded to show two options: 'iotdealer' and 'iotdealer2'. On the right, the completed form shows the selected values: 'Test' in the 'Dealer Name' field, 'iotdealer' and 'iotdealer2' in the 'User Name(s)' field, and '3+101254', '3+101258', and '3+101731' in the 'Machine(s) for Dealer' field.

# Edit Dealer User

- \* This page is available to administrators only.
- When editing a fleet account, you can edit the following fields:
  - Dealer Name
  - User Name(s)
  - Machine(s) for Dealer
- To remove any user names or machines, simply click the ‘x’ to the right of that user name’s/machine’s box.

**Edit Dealer**  
Edit a dealer

Dealer Name \*

User Name(s) \*

**iotdealer** X

**iotdealer2** X

Machine(s) for Dealer \*

**3+101254** X

**3+101258** X

**3+101731** X

**Save**

# Auth Code Lookup

- To quickly view a customer's authentication code, CONNECT URL, and other information, you may use the Auth Code Lookup tool.
- You may also share the authentication information via email.
  - To share the information, enter an email, or multiple separated by commas, in the “email to” input and select what language you would like to send your email in.
  - Once you have selected an email and language, you may preview the email with “preview” or send the email with “send”.
- To quickly grant a 90-day trial for your selected machine, select ‘Grant 90-Day Trial’.

The screenshot shows two views of the Auth Code Lookup tool. On the left, a dark-themed interface has a dropdown menu labeled "Serial #: \* Please Choose". A green arrow points from this menu to a light-themed panel on the right. The panel title is "Auth Code Lookup" and displays "Aero2 PCS 60 – 3+101731". It includes a "Serial #: 3+101731 - Vatek Corporation" dropdown. Below it is a table of machine details:

Customer name:	Vatek Corporation
Ship date:	2021-01-12
Subscription level:	Basic
Subscription start:	2021-01-12
Subscription exp:	2022-01-12
Auth code:	HTJY1731 <input type="checkbox"/>
Analytics URL:	<a href="#">Analytics</a> <input type="checkbox"/>
CONNECT® Home:	<a href="#">Home</a> <input type="checkbox"/>

At the bottom of the panel are "Email to:" and "Email language:" fields, both currently set to "English", with "Preview | Send" and "Grant 90-Day Trial" buttons below.

# Notifications

- Notifications allows you the ability to turn on or off notifications.
- You may subscribe to notifications for when a machine logs a critical fault, when a machine passes its recommended service interval, or when a firmware update is available.
  - Note - you must be enrolled in either Critical Faults, Service Alerts, or Firmware Updates to receive any notifications

**Notifications**  
You will receive notifications from all machines.

**Notification Status**  
 On    Off  
Enrolled as: [reamer@coldjet.com](mailto:reamer@coldjet.com)

**Select Machines To Subscribe To**  
 All Machines    Some Machines

**Enrolled In**  
Daily Fault Digest   
Service Alerts   
Firmware Updates

**Save Changes**

**Notifications**  
Notifications are currently disabled. To enable notifications, change the Notification Status to 'On'.

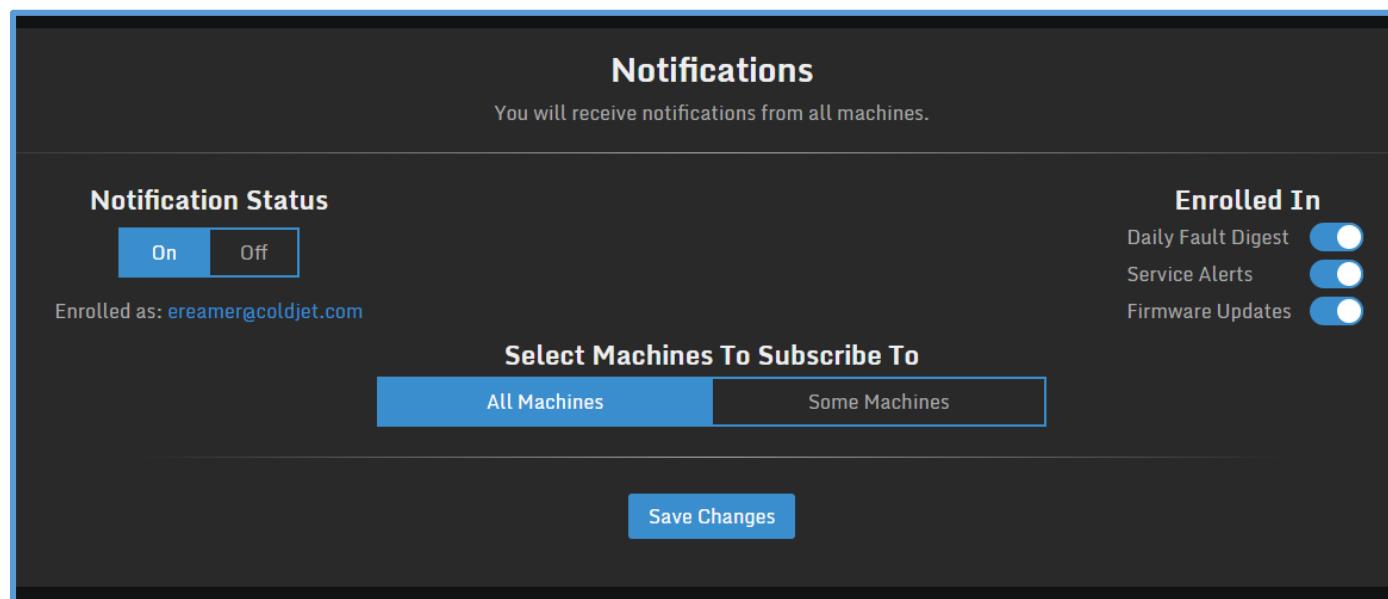
**Notification Status**  
 On    Off  
Select 'On' to enroll.

**Enrolled In**  
Daily Fault Digest   
Service Alerts   
Firmware Updates

**Save Changes**

# Notifications (cont.)

- You may opt into notifications for all machines, or you can select which machines you would like to be notified about.
- If you select to be notified only about certain machines, a table with individual machines appears, as well as options to mass-select machines based upon region, sales territory, or customer.
  - If you subscribe using any of these filters, you will receive notifications for all machines that fit into these categories.



# Notifications (cont.)

- As you edit your preferences, a message stating your subscriptions will display at the top of the page.
- You must select “Save Changes” to complete alterations to your subscriptions.

**Notifications**

You are subscribed to machines located in Asia. You have also subscribed to the selected sales territories. Additionally, you may be subscribed to individual machines below.

**Notification Status**  
 On     Off  
Enrolled as: [reamer@coldjet.com](mailto:reamer@coldjet.com)

**Select Machines To Subscribe To**  
 All Machines     Some Machines

**By Region**  
*Subscribe by region*  
 Americas  
 Asia  
 EMEA

**By Customer**  
*Subscribe by customer name*  
 Cold Jet Owned  
 Customer Owned  
 No Customer Name

**By Sales Territory**  
*Subscribe by sales territory*

Americas	Asia	EMEA
<input type="checkbox"/> Brazil Central & South America / 920 <input type="checkbox"/> Canada / 900 <input type="checkbox"/> Central / 520 <input checked="" type="checkbox"/> Central Mexico / 922 <input type="checkbox"/> Gulf States / 320 <input type="checkbox"/> Mid-Atlantic / 310 <input type="checkbox"/> Mid-East / 400 <input type="checkbox"/> Midwest / 510 <input type="checkbox"/> New England / 410	<input type="checkbox"/> North Central / 550 Northeast / 420 <input type="checkbox"/> Northeast Mexico / 923 Northern California / 710 <input type="checkbox"/> Pacific Northwest / 750 <input type="checkbox"/> South Central / 500 South Mexico / 921 <input type="checkbox"/> Southeast / 300 <input type="checkbox"/> Southwest / 700	<input checked="" type="checkbox"/> Asia <input checked="" type="checkbox"/> China <input checked="" type="checkbox"/> Japan <input type="checkbox"/> Cold Jet Benelux (ACP) <input type="checkbox"/> Cold Jet Deutschland <input type="checkbox"/> Cold Jet Europe <input type="checkbox"/> Cold Jet Polska <input type="checkbox"/> Denmark <input type="checkbox"/> Middle East <input type="checkbox"/> Poland

Save Changes

# Notifications (cont.)

- Using the notifications table, the following information can be viewed:
  - Serial number
  - Customer name
  - Country
  - Street address
  - Region
  - Sales Territory
  - Notifications
- By clicking the ‘notifications’ checkbox for a specific machine, you are enabling or disabling notifications for that specific machine.
  - Note - these changes are saved automatically
- For information on how to use the notifications table, see [\*\*How to Use Tables\*\*](#)

Changes to individual machine subscriptions below are saved immediately.											
Page Size	25 ▾	First	Prev	1	2	3	4	5	Next	Last	[2,452 entries]
Serial #	Machine Name	Customer	City	State	Country	Region	Sales Territory	Notifications			
1-010152	Aero2 PLT 60	Biogiene Inc			Americas	Canada (90)		<input type="checkbox"/>			
1-010170	Aero2 PLT 60		Mississauga	Ontario	Canada	Americas		<input type="checkbox"/>			
1-010113	Aero2 PLT 60	Cold Jet Engineering Test	Loveland	Ohio	United States	Americas		<input type="checkbox"/>			
1-010134	Aero2 PLT 60		Loveland	Ohio	United States	Americas		<input type="checkbox"/>			
1-010136	Aero2 PLT 60	Ray-Mac Inc	Guimber	North Dakota	United States	Americas	North Central (550)	<input type="checkbox"/>			
1-010137	Aero2 PLT 60		Cincinnati	Ohio	United States	Americas		<input type="checkbox"/>			
1-010138	Aero2 PLT 60	Demo stock: CJ-PL	Cincinnati	Ohio	United States			<input type="checkbox"/>			
1-010139	Aero2 PLT 60	Fritz Winter Energieversorgung Gm...	Stadtfallendorf	Hessen	Germany	EMEA	Cold Jet Deutschland	<input type="checkbox"/>			
1-010184	Aero2 PLT 60	Demo stock: CJ-GER	Bremen	Bremen	Germany	EMEA		<input type="checkbox"/>			
1-010187	Aero2 PLT 60	Junior Kühltöpfe GmbH	Pfeffenheim		Nordrhein-Westfalen	Germany	EMEA	<input type="checkbox"/>			
1-010188	Aero2 PLT 60	Demo stock: CJ-BRUS	Asse	Flanders	Belgium	EMEA		<input type="checkbox"/>			
1-010189	Aero2 PLT 60	Demo stock: CJ-GER	Dresden	Saxony	Germany	EMEA		<input type="checkbox"/>			
1-010190	Aero2 PLT 60	Construct Masters	Zwijndrecht	Vlaams Gewest	Belgium	EMEA		<input type="checkbox"/>			
1-010191	Aero2 PLT 60	IDEALAUTOMOTIVE Srl/Div...	Strečno	Dolnioslovenske	Poland	EMEA		<input type="checkbox"/>			
1-010192	Aero2 PLT 60	Barquillos y Galletas Tania S.L.	Santurde de Toranzo	Cantabria	Spain	EMEA		<input checked="" type="checkbox"/>			
1-010193	Aero2 PLT 60	Demo stock: CJ-PL	Oborniki	Greater Poland Voivodeship	Poland			<input type="checkbox"/>			
1-010194	Aero2 PLT 60	Ralf Hesse			EMEA			<input type="checkbox"/>			
1-010195	Aero2 PLT 60	Assainissement de Provence S...	Le Pontet	Provence-Alpes-Côte d'Azur	France	EMEA		<input type="checkbox"/>			
1-010196	Aero2 PLT 60	Van Mier Cleaning & repair	Antwerpen	Vlaams Gewest	Belgium	EMEA		<input type="checkbox"/>			
1-010197	Aero2 PLT 60	Trio Dienstleistung GmbH	Eibach	Baden-Württemberg	Germany	EMEA		<input type="checkbox"/>			
1-010198	Aero2 PLT 60	Icefield Dry Ice Engineering G...	Kastenbach	Hessen	Germany	EMEA		<input type="checkbox"/>			
1-010199	Aero2 PLT 60	Ende Autogas-Trockenreinstra...	Körsgården	Baden-Württemberg	Germany	EMEA		<input type="checkbox"/>			
1-010200	Aero2 PLT 60	CMS-CIS Marek Wójcik			EMEA			<input type="checkbox"/>			
1-010205	Aero2 PLT 60	D. A. Burch Co	Cedar Rapids	Iowa	United States	Americas	North Central (550)	<input type="checkbox"/>			



# Message Log

- The **Message Log** displays all fault, blast and status messages that have been produced on a machine or machines, based on your filter settings.
- The table shows the Machine Serial Number, Control Firmware Version, Customer Name, Message Type, time the message was created, and other information based on the type of message.

Serial #	Ctrl FW	Customer Name	Message Type	Message Timestamp (EST)	Additional Info
<a href="#">3+102320</a>	8.11	Terumo Blood and Cell Technology	STATUS	2023-06-20 11:27:33	hour meter: 0.9
<a href="#">3+101393</a>	8.42	Cummins Inc	BLAST	2023-06-20 11:17:45	blast time: 14s
<a href="#">3+102397</a>	8.41	Pelican Products Inc	STATUS	2023-06-20 11:17:44	hour meter: 10.1
<a href="#">3+101258</a>	8.42	Linde Gas a.s.	BLAST	2023-06-20 11:17:30	blast time: 53s
<a href="#">3+101100</a>	8.42	Cryogenic Institute of N. E.	STATUS	2023-06-20 11:17:27	hour meter: 523.4
<a href="#">3+102158</a>	8.42	Linde Gas a.s.	BLAST	2023-06-20 11:17:18	blast time: 55s
<a href="#">5+301213</a>	1.30	LG Electronics Wroclaw sp. z o.o.	BLAST	2023-06-20 11:17:18	blast time: 2s
<a href="#">3+101714</a>	8.42	Kohler Co	BLAST	2023-06-20 11:17:14	blast time: 5s
<a href="#">3+101814</a>	8.33	Comau Inc	STATUS	2023-06-20 11:17:14	hour meter: 66.3
<a href="#">3+102704</a>	8.42	Virco Mfg Corporation	STATUS	2023-06-20 11:17:06	hour meter: 15.1
<a href="#">3+102812</a>	8.42	OFS Filte LLC	STATUS	2023-06-20 11:16:44	hour meter: 226.0
<a href="#">5+301279</a>	1.30	Allied Cycle Works	BLAST	2023-06-20 11:16:44	blast time: 16s
<a href="#">3+101714</a>	8.42	Kohler Co	BLAST	2023-06-20 11:16:43	blast time: 84s

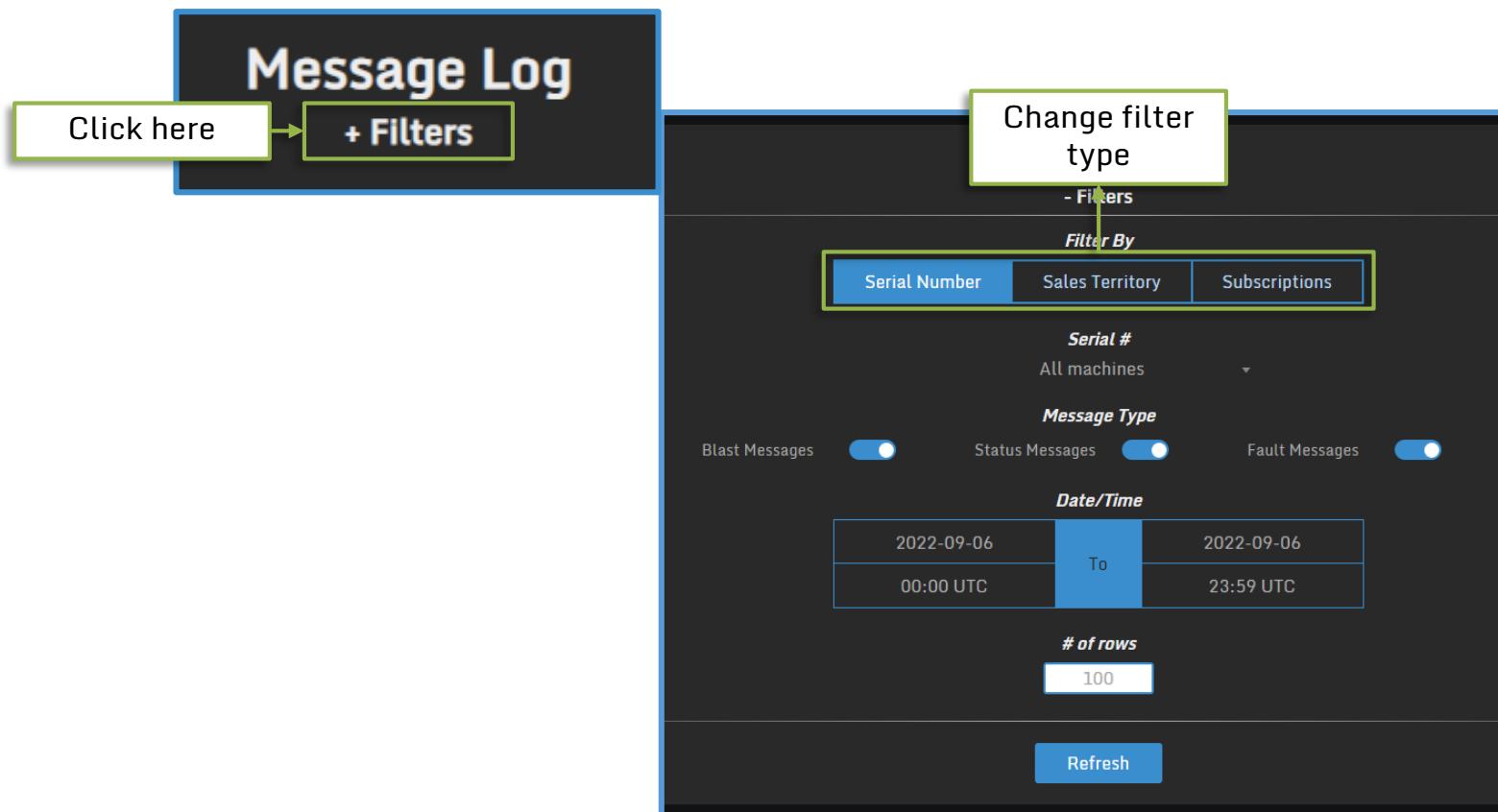
# Message Log (cont.)

- The color of the row indicates the type of message being displayed.
  - Status messages are green, blast messages are blue and fault messages are red.
- The information displayed under the ‘Additional Info’ column is as follows:
  - For status messages, the recorded value of the hour meter is displayed.
  - For blast messages, the amount of seconds the blast took is displayed.
  - For fault messages, the error code and name is displayed.

40,895 records match your filter criteria. Displaying the most recent 100 records as requested.					
Serial #	Ctrl FW	Customer Name	Message Type	Message Timestamp (EST)	Additional Info
34102320	8.11	Terumo Blood and Cell Technology	STATUS	2023-06-20 11:27:33	hour meter: 0.9
34101393	8.42	Cummins Inc	BLAST	2023-06-20 11:17:45	blast time: 14s
34102397	8.41	Pelican Products Inc	STATUS	2023-06-20 11:17:44	hour meter: 10.1
34101258	8.42	Linde Gas a.s.	BLAST	2023-06-20 11:17:30	blast time: 53s
34101100	8.42	Cryogenic Institute of N. E.	STATUS	2023-06-20 11:17:27	hour meter: 523.4
34102158	8.42	Linde Gas a.s.	BLAST	2023-06-20 11:17:18	blast time: 55s
54301213	1.30	LG Electronics Wroclaw sp. z o.o.	BLAST	2023-06-20 11:17:18	blast time: 2s
34101714	8.42	Kohler Co	BLAST	2023-06-20 11:17:14	blast time: 5s
34101814	8.33	Comau Inc	STATUS	2023-06-20 11:17:14	hour meter: 66.3
34102704	8.42	Virco Mfg Corporation	STATUS	2023-06-20 11:17:06	hour meter: 15.1
34102812	8.42	OFS Fitel LLC	STATUS	2023-06-20 11:16:44	hour meter: 226.0
54301279	1.30	Allied Cycle Works	BLAST	2023-06-20 11:16:44	blast time: 16s
34101714	8.42	Kohler Co	BLAST	2023-06-20 11:16:43	blast time: 84s

## Message Log (cont.)

- To manipulate the data being displayed on the table, click ‘Show Filters’
- You may select either to view messages for a machine by serial number, all machines in a sales territory, or all machines that you are subscribed to via **Notifications**.



# Message Log (cont.)

- Filter by Serial Number allows you to select either all machines or an individual serial number to view.
- Filter by Sales Territory allows you to select any amount of sales territories, then enabling you to view messages from all machines in those territories.
- Filter by Subscription allows you to view messages from any individual machines, regions, sales territories, or customer types that you are subscribed to.
  - Note - your active subscriptions can be viewed on the [Notifications](#) page.

The screenshot displays the Cold Jet Message Log interface with three distinct filter sections:

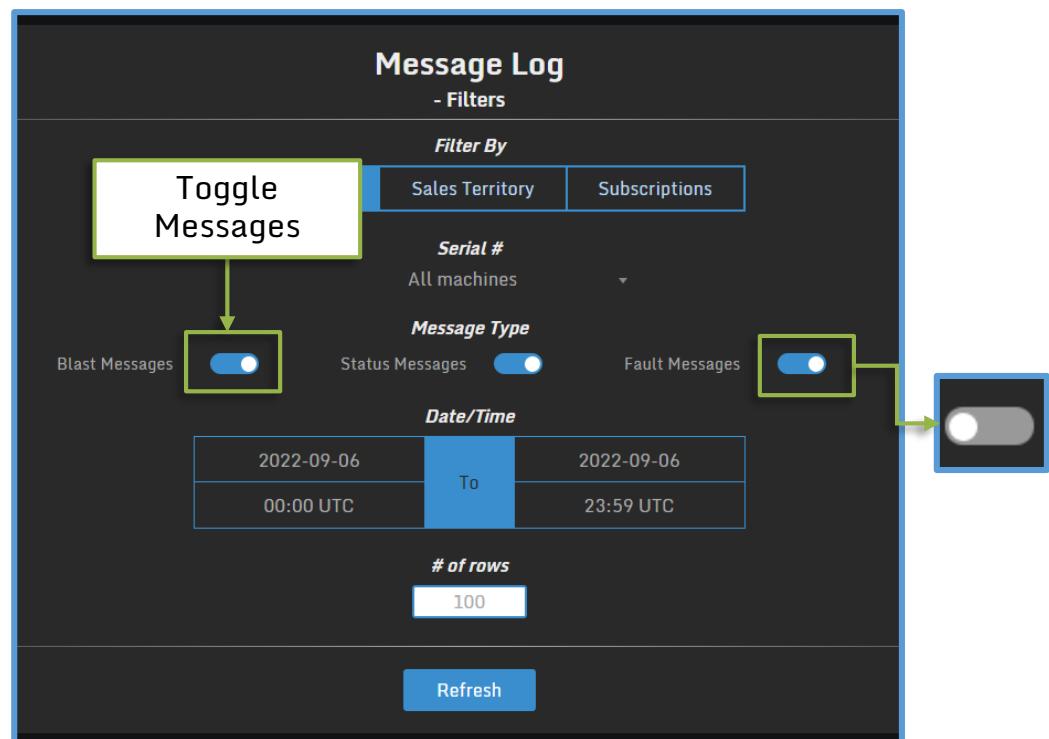
- Filter by Serial Number:** This section includes a dropdown menu for selecting machines, currently set to "All machines". A green box highlights the "Serial Number" tab in the "Filter By" header.
- Filter by Sales Territory:** This section shows a list of sales territories under three regions: Americas, Asia, and EMEA. Each region has a "Select All / Deselect All" checkbox and individual checkboxes for specific territories. A green box highlights the "Sales Territory" tab in the "Filter By" header.
- Filter by Subscription:** This section includes a dropdown menu for selecting subscriptions, currently set to "All machines". A green box highlights the "Subscriptions" tab in the "Filter By" header.

Below the filters, a message states: "Messages from the 368 machines that you are subscribed to via [Notification Management](#) will be displayed below."

**Cold Jet Logo:** The logo features a stylized bear head and the text "Cold Jet" with "the force of nature" underneath.

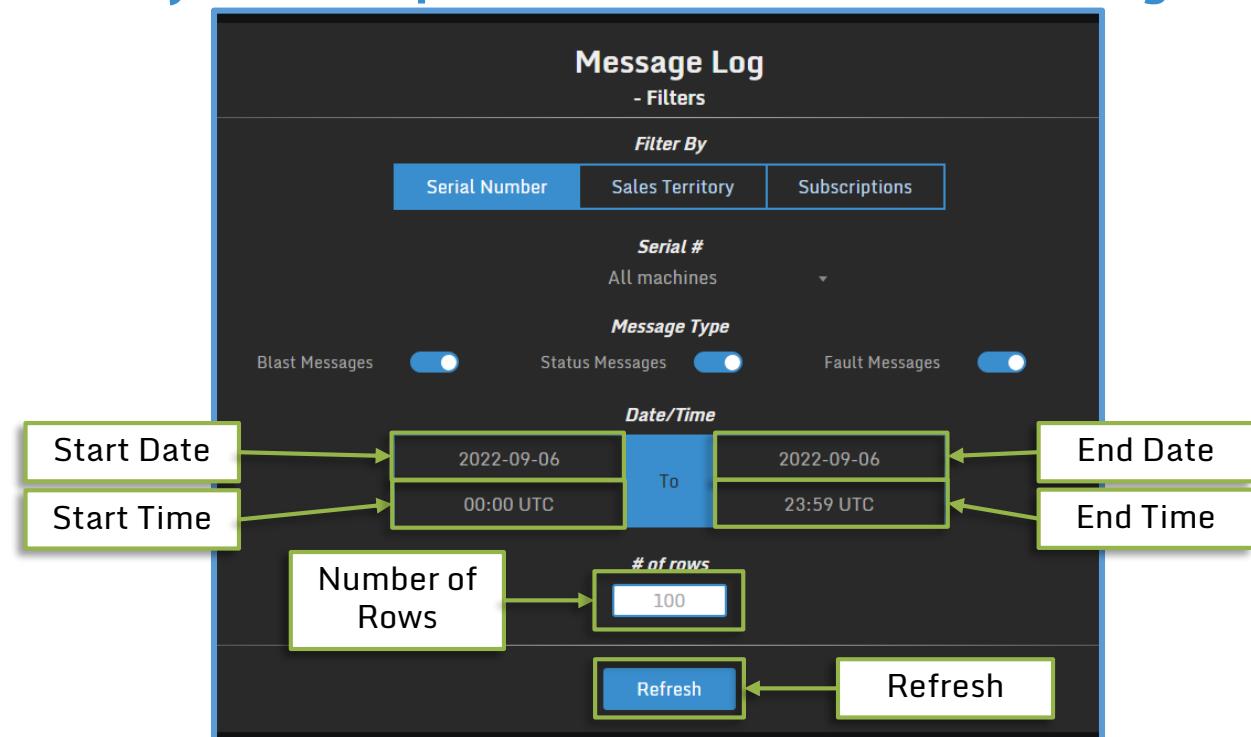
# Message Log (cont.)

- You can select which data to include by toggling the message categories. When blue, you will be shown those messages. When gray, those messages will be omitted from the log. The message types are:
  - Blast
  - Status
  - Fault



# Message Log (cont.)

- To change the range of dates to show, click one of the dates to open a calendar.
- To change the range of time to show, click one of the times to open a clock.
  - For more information on how to use the date and time pickers, see [How to Use Date Pickers](#).
- Type the number of rows to be displayed under # of rows
- To remove all filters, click ‘Reset Filters’ on the right.
- **Note - you must press ‘Refresh’ to save changes**



# Machine Management

\* This page is available to administrators only

- The machine management page allows you to remotely reboot a machine.
  - Note - Only Aero2 Series machines with a control board firmware version of at least 8.42 may be remotely rebooted.
- To initiate a reboot, click the “Initiate Reboot” button. A popup will prompt you to confirm.

The screenshot shows the 'Machine Management' interface. On the left, there's a 'Reboot Machine' section with a blue 'Initiate Reboot' button. A green arrow points from this button to a modal dialog box on the right. The dialog box has a title 'Reboot? Are you sure?' and a question 'Do you really wish to request a reboot of system 1+101133?'. It features 'Confirm' and 'Cancel' buttons. Below the main interface, there are sections for 'Pending Events' (no pending events) and 'Completed Events' (no completed events).

# Machine Management

- Once confirmed, the reboot request will be added into the queue and appear in the “Pending Events” section of the page.
- Once completed, the reboot information will appear in the “Completed Events” section for 90 days after completion.
- Note - If there are no pending or completed events from the last 90 days, these tables will not be displayed.

**Machine Management**

1+101133 - Cold Jet: Engineering...

Model: Aero2 PLT 60  
Owned by: Cold Jet: Engineering  
Test

**Reboot Machine**

 Cancel Reboot

Reboot Request Received...

**Pending Events**

Setting	Event	Status	Event Time (UTC)
filter column...	filter column...	filter column...	filter column...
Reboot	Machine Reboot Requested	In Progress	2023-04-04 11:45:12

**Completed Events**

Setting	Event	Request Time (UTC)	Completion Time (UTC)
filter column...	filter column...	filter column...	filter column...
Reboot	Machine Reboot Completed	2023-04-04 11:43:28	2023-04-04 11:45:12
Reboot	Machine Reboot Completed	2023-04-02 11:43:28	2023-04-02 11:45:12

# Service Dashboards Home

- There are several types of Service Dashboard available currently. All of them can be accessed from the **Service Dashboards** screen.
  - Service Dashboard 1 sorts data by region, allowing you to select which region that you would like to view information from
  - Service Dashboard 2 shows global data for the Aero2 product line
  - Renewal Insights shows information for machines that have a subscription that has recently expired or is approaching expiration. You may also easily send an email about renewal here.
  - Shipment Insights shows information for machines that were shipped in the last 7, 30, 90, or 180 days, including breakdowns for region, machine model, subscription level, and industry.

<b>Service Dashboard 1</b> View Service Data by Region  Americas   EMEA   Asia   All	<b>Service Dashboard 2</b> View Service Data Globally  View	<b>User Activity</b> See recent machine owner CONNECT activity  View
<b>Shipment Insights</b> See recent machine shipment information  View	<b>11 Month Report</b> See machine's approaching 12 months since ship  View	<b>Renewal Insights</b> See upcoming or recently expired CONNECT subscriptions  View

# Service Dashboard 1

- Once you have selected your region for Service Dashboard 1, you are taken to a page that features a map and key data for that region.
  - The map shows all machines, regardless of region, that have been online in the last 60 minutes
  - The shadow on the map indicates what time of day each section of the world is in currently
- To change the region, you may select a new region at the top of the page.

The screenshot displays the Cold Jet Service Dashboard 1. At the top, it shows a world map with numerous blue dots representing active machines. A green arrow points from the 'All Regions' dropdown menu in the top navigation bar to a vertical sidebar on the right. The sidebar lists regions: Americas (selected), All Regions, Asia, and EMEA. The main dashboard area contains four cards:

- # Online:** 152 (Last 60 Minutes). Last 24 Hours: 285 ↑. Last 7 Days: 578 ↑. Last 30 Days: 824 ↑.
- Total Blast Time Today:** 139 Hours. Yesterday: 104. Last 7 Days: 1,898 ↓. Last 30 Days: 7,535 ↓.
- Daily Blast Usage:** A bar chart showing hours per day from Sun Sep 18 to Mon Oct 27. The values fluctuate between 0 and 450 hours.
- Units Needing Service:** 846 Total. Last 24 Hours: 0. Last 7 Days: 8 ↑. Last 30 Days: 64 →.

**Cold Jet**  
Aero2 and i3 MC2 Series > **All Regions** ▾  
Fleet Size: 1,729 Blasting Machines

**Americas**

All Regions

Americas

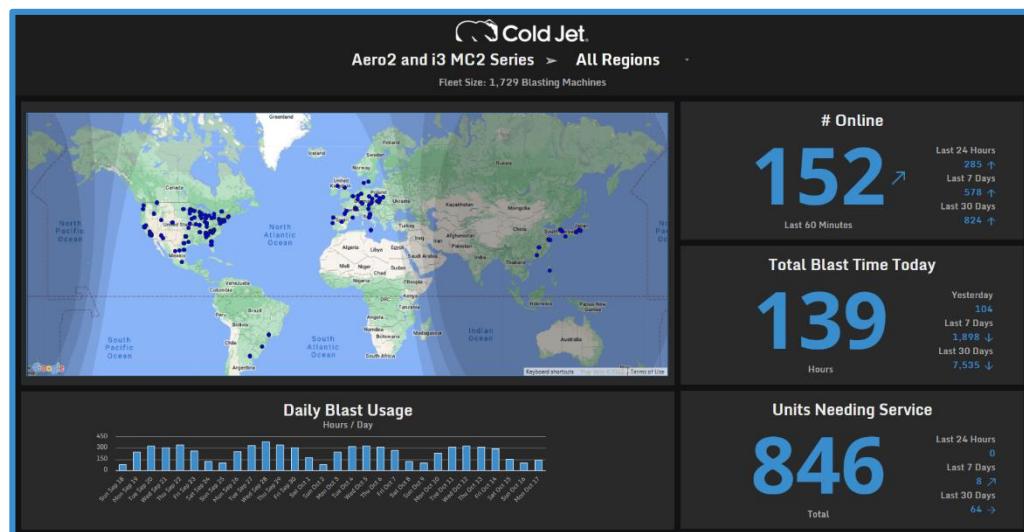
Asia

EMEA

**Cold Jet**  
the force of nature

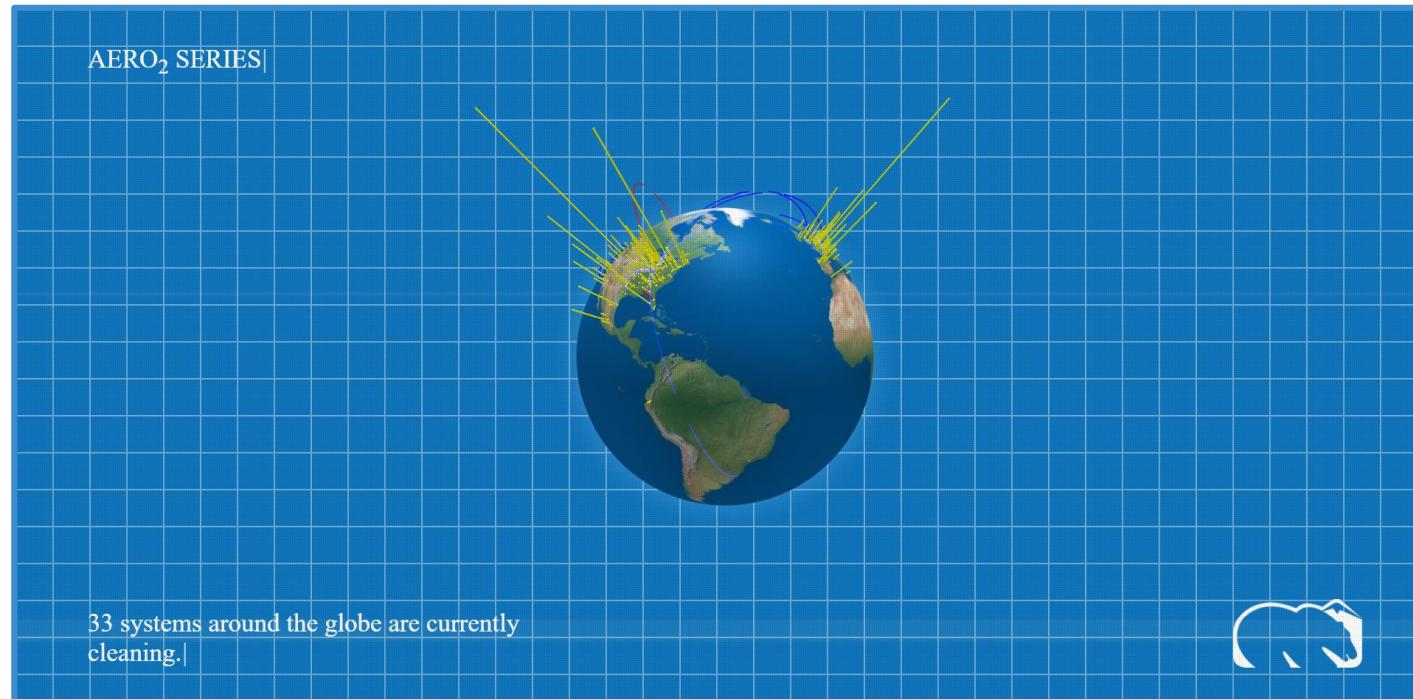
# Service Dashboard 1 (cont.)

- The data points that are located around the page are:
  - Fleet Size
  - Data Trends
  - # Online
    - Last 60 minutes
    - Last 24 hours
    - Last 7 days
    - Last 30 days
  - Total Blast Time (in Hours)
    - Today
    - Yesterday
    - Last 7 Days
    - Last 30 Days
  - # Units Needing Service
    - Total
    - # Service indicator activated in the last 24 Hours
    - # Service indicator activated in the last 7 Days
    - # Service indicator activated in the last 30 Days
  - Daily Blast Usage (past 30 days)
    - Hours of blasting time



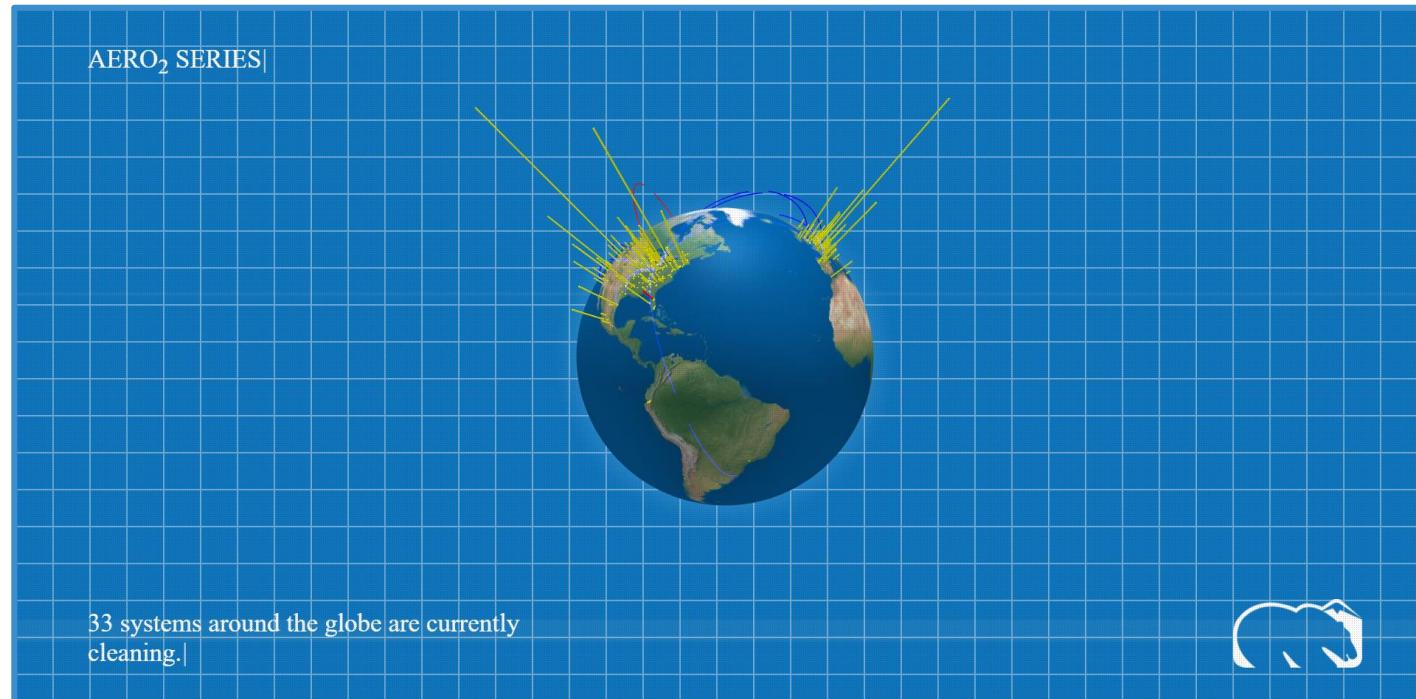
# Service Dashboard 2

- This dashboard shows Aero2 data from around the globe.
- In the bottom left, you will find different factoids related to the Aero2 product line. Some factoids include:
  - Number of PCS 60 and PLT 60 systems installed globally
  - Number of machines that are currently cleaning
  - How many hours of cleaning the Aero2 systems had over the last 30 days



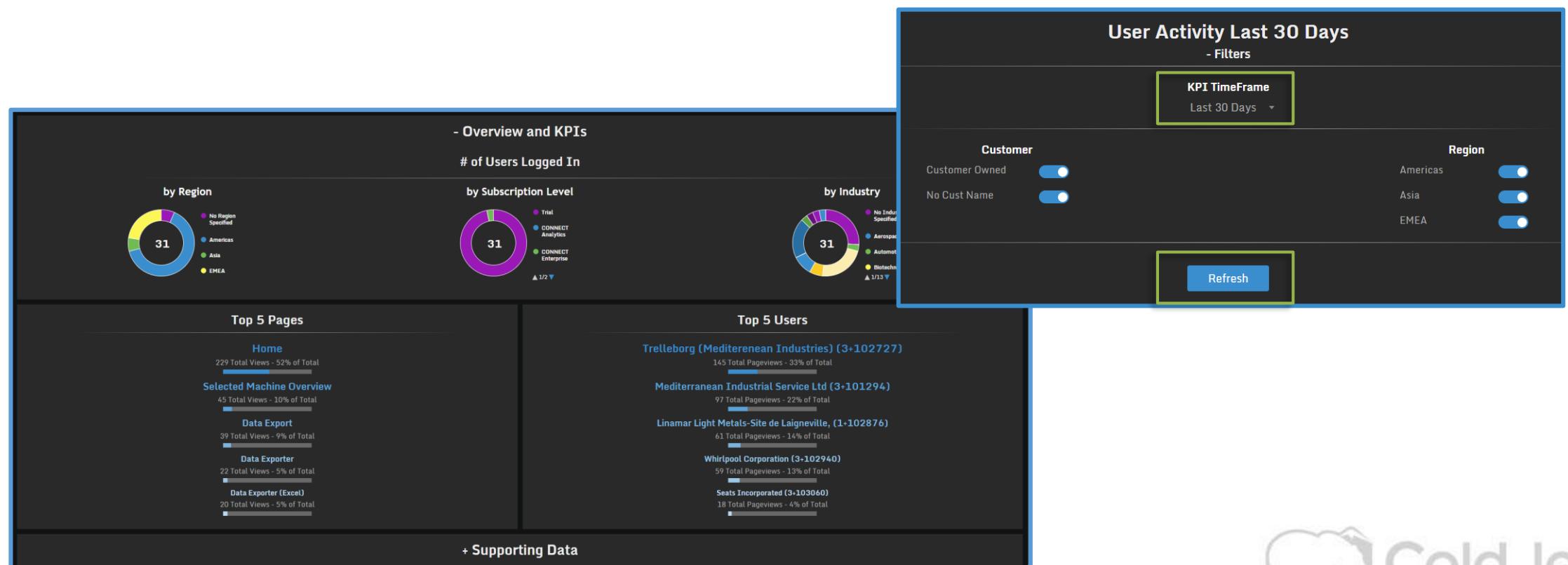
## Service Dashboard 2 (cont.)

- There are color coded points, lines, and arcs on the globe. These are:
  - Blue - any machines that are currently online
  - Red - any machine that has thrown a fault in the last 24 hours
  - Yellow - any machines that are currently offline
    - The height of the yellow lines is determined by the amount of blast time recorded within the last 30 days for that machines. The longer the blast time, the taller the line.



# User Activity

- The **User Activity** page provides insights into customer users CONNECT usage in the last 7, 30, 90 days, YTD, or All Time. This number may be changed using the “Filters” option and adjusting the “KPI Timeframe”, then pressing “Refresh”.



## User Activity (cont.)

- Using the filters located at the top of the page, you can also adjust which users appear in the list. The two primary filters are:

### Machine Types

- Customer Owned
- No Customer Name

### Region

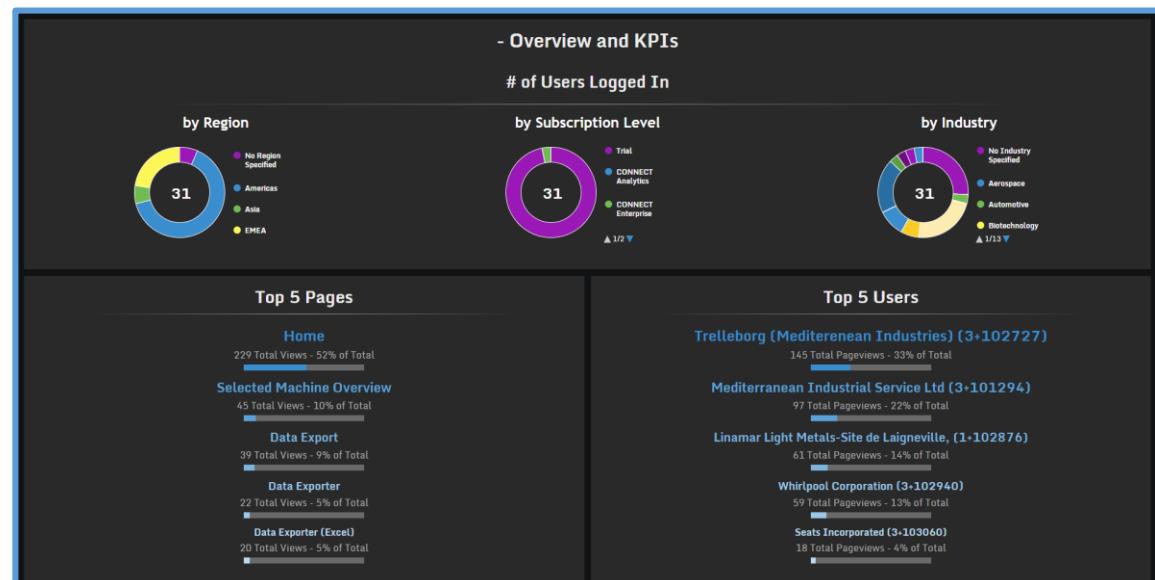
- Americas
- Asia
- EMEA

- If you have any filters activated, the “Filters” text will appear yellow.
- If you change your filter selection, click ‘Refresh’ to update the page.

The screenshot shows a dark-themed user interface for 'User Activity Last 30 Days'. At the top, it says 'User Activity Last 30 Days' and '- Filters'. Below that is a 'KPI TimeFrame' section with 'Last 30 Days'. The main area has two sections: 'Customer' and 'Region'. Under 'Customer', there are two toggle switches: 'Customer Owned' (on) and 'No Cust Name' (on). Under 'Region', there are three toggle switches: 'Americas' (on), 'Asia' (off), and 'EMEA' (on). At the bottom is a blue 'Refresh' button with a yellow border.

# User Activity (cont.)

- The information at the top of the page displays:
  - Region - how many users in the selected period logged in in each region
  - Subscription Level - how many users logged in with each subscription level
  - Industry - how many users logged in in each industry
  - Top 5 Pages - the top 5 most used pages across customers with the selected filters
  - Top 5 Users - the top 5 most active users across customers with the selected filters



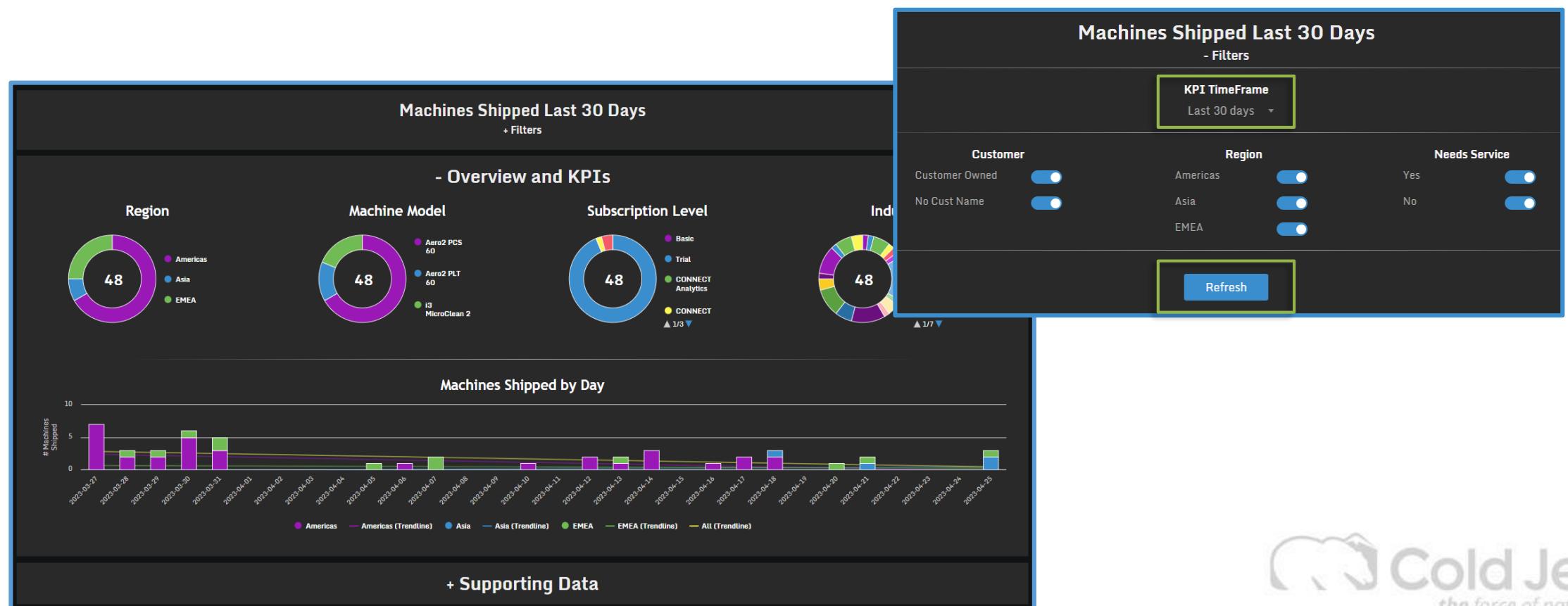
# User Activity (cont.)

- The User Activity table data includes:
  - Serial number
  - User name
  - Machine model
  - Customer Name
  - Sales territory
  - Region
  - Industry
  - Subscription level
  - User type
  - Last login
- For information on how to use the user activity table, see [How to Use Tables](#)

- Supporting Data												
Page Size	25	First	Prev	1	2	Next	Last	[31 entries]	Download CSV			
Serial #	User Name	Model	Customer	Sales Territory	Region	Industry	Subscription	User Type	Last Login (UTC)	Logins (Last 30...)	Page Views (Las...	
1+102725	VJUE2725	Aero2 PLT 60	Tolko Industries LTH High...	Canada (900)	Americas	Pulp/Paper	CONNECT Enterprise	Single Machine	2023-04-28 23:11:40	1	8	
1+102876	SNVXX2876	Aero2 PLT 60	Linamar Light Metals-Site ...	Cold Jet Polska	EMEA	Dealer	Trial	Single Machine	2023-05-03 13:49:11	7	61	
1+103051	NWNX3051	Aero2 PLT 60	Caterpillar Inc.	Midwest	Americas	Rubber	Trial	Multi-Machine	2023-04-24 12:56:48	1	4	
1+103052	VKPY3052	Aero2 PLT 60	Fanatics LLC	Gulf States	Americas	General Mfg	Trial	Single Machine	2023-04-25 15:30:56	1	4	
1+103069	RQMJ3069	Aero2 PLT 60	Walsworth	Mid-East	Americas		Trial	Single Machine	2023-04-26 18:42:48	1	4	
3+101294	EUSM1294	Aero2 PCS 60	Mediterranean Industrial S...		EMEA	Dealer	Trial	Multi-Machine	2023-05-03 09:06:02	22	97	
3+102727	UJOE2727	Aero2 PCS 60	Trelleborg (Mediterranean ...	Cold Jet Europe	EMEA	Dealer	Trial	Single Machine	2023-05-04 11:27:49	18	145	
3+102929	DMMK2929	Aero2 PCS 60	Mediterranean Industrial S...	Cold Jet Polska	EMEA	Dealer	Trial	Multi-Machine	2023-04-27 14:01:02	1	10	

# Shipment Insights

- The **Shipment Insights** page provides insights into machines that have shipped in the last 7, 30, 60, 90, 180 days, or YTD. This number may be changed using the “Filters” option and adjusting the “KPI Timeframe”, then pressing “Refresh”.



# Shipment Insights (cont.)

- Using the filters located at the top of the page, you can also adjust which machines appear in the list. The three primary filters are:

## Machine Types

- Customer Owned
- No Customer Name

## Region

- Americas
- Asia
- EMEA

## Needs Service

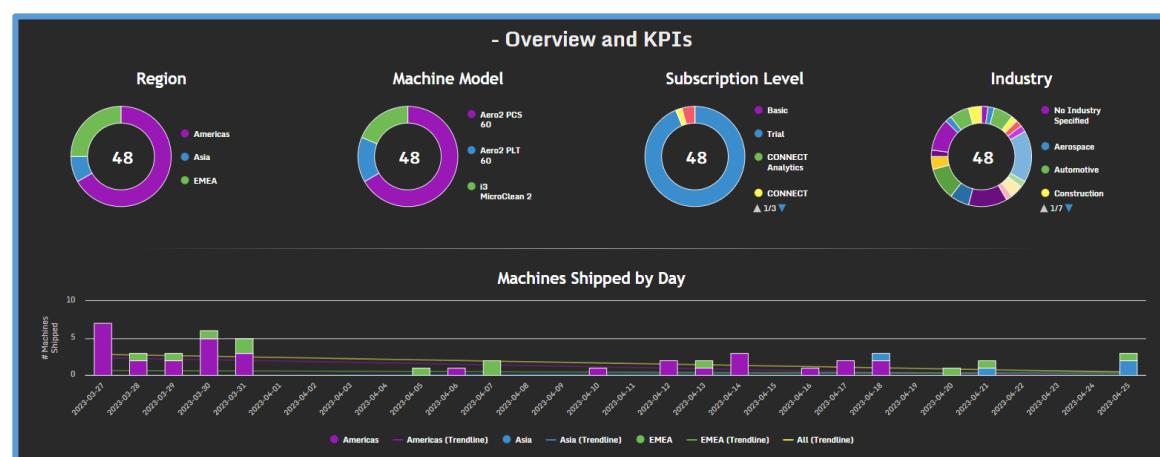
- Yes
- No

- If you have any filters activated, the “Filters” text will appear yellow.
- If you change your filter selection, click ‘Refresh’ to update the page.

The screenshot shows a dark-themed dashboard titled "Machines Shipped Last 30 Days". At the top, it says "- Filters" and "KPI TimeFrame Last 30 days". Below this are three sections: "Customer" (with "Customer Owned" and "No Cust Name" filters), "Region" (with "Americas", "Asia", and "EMEA" filters), and "Needs Service" (with "Yes" and "No" filters). A "Refresh" button is at the bottom.

# Shipment Insights (cont.)

- The information at the top of the page displays:
  - Region - how many machines in the selected period were shipped to each region
  - Machine Model - how many of each model was shipped during the selected period
  - Subscription Level - how many machines in the selected period were shipped with each subscription level
  - Industry - how many machines in the selected period were shipped within each industry
  - Machines Shipped by Day - how many machines in the selected period were shipped each day in each region, with trendlines



# Shipment Insights (cont.)

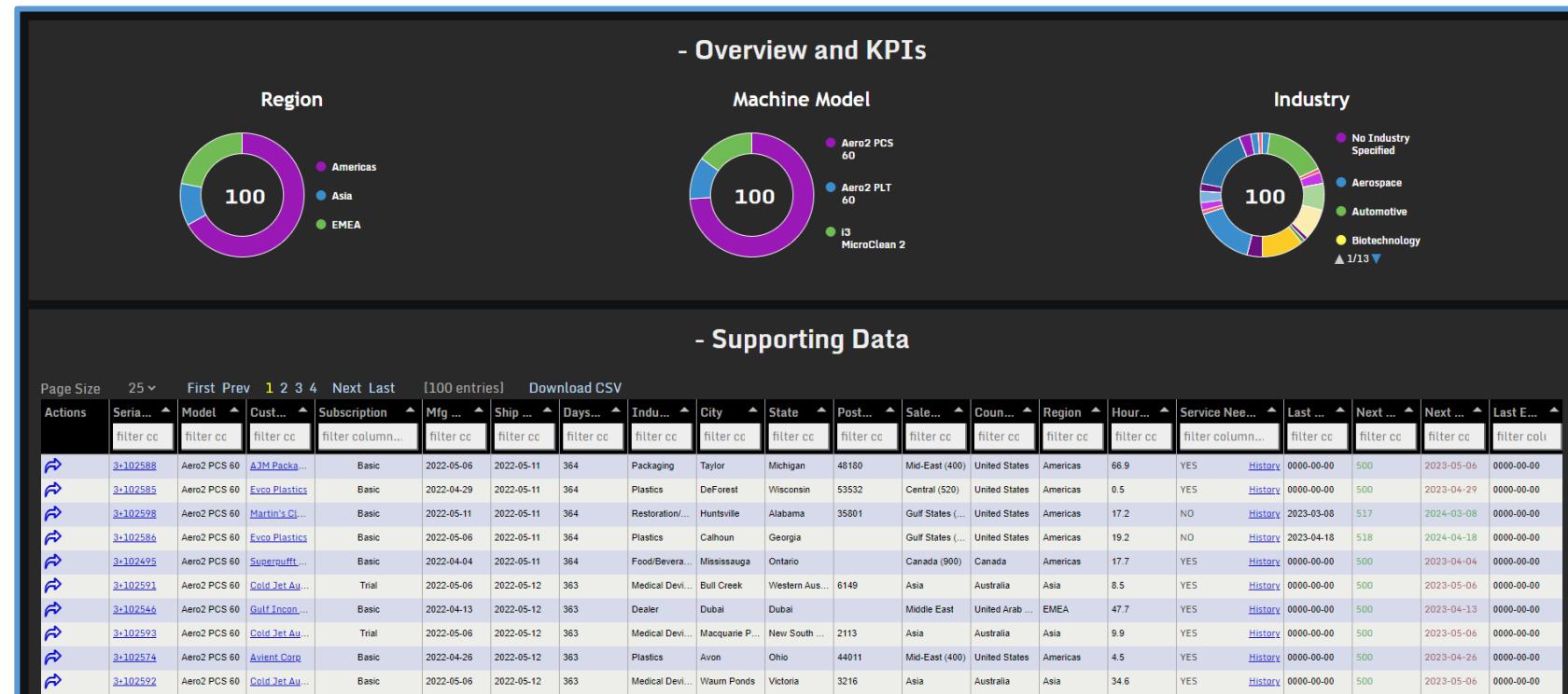
- The Shipment Insights table data includes:
  - Serial number
  - Machine model
  - Customer Name
  - Subscription level
  - Manufacture date
  - Ship date
  - Days since ship
  - Industry
  - City
  - State
  - Postal Code
  - Sales territory
  - Country
  - Region
  - Hours
  - Service Needed
  - Last Service Date
  - Next Service Hours
  - Next Service Date
- For information on how to use the shipment insights table, see [How to Use Tables](#)

Page Size	25	First	Prev	1	2	3	Next	Last	[51 entries]	Download CSV									
Serial #	Model	Customer	Subscription	Mfg Date	Ship Date	Days Since...	Industry	City	State	Postal Code	Sales Terr...	Country	Region	Hours - At...	Service Nee...	Last Servi...	Next Servi...	Next Service...	
3-102185	i3 MicroClean 2	Merchandise Bu... filter column...	Trial	2023-05-09	2023-05-09	1	Dealer	Oborniki	Greater Poland Vo... filter column...	64-600	Poland	EMEA	0.3	NO	<a href="#">History</a>	0000-00-00	500	2024-05-08	
3-102273	Aero2 PCS 60	Gelt Foods LLC filter column...	Trial	2021-11-03	2023-05-08	2	Food/Beverage	Loveland	Ohio	45140	Central (500)	United States	Americas	535.0	NO	<a href="#">History</a>	0000-00-00	1021	2023-12-07
3-102343	Aero2 PCS 60	PolyForm US Ltd. filter column...	Trial	2021-12-13	2023-05-08	2	Mari... filter column...	Kent	Washington	98031	Pacific Northwest (...	United States	Americas	75.8	YES	<a href="#">History</a>	0000-00-00	500	2022-12-13
3-103073	Aero2 PCS 60	Hy-Vee Fresh Co... filter column...	Trial	2023-04-28	2023-05-05	5		Miamiville	Ohio		North Central	United States	Americas	0.5	NO	<a href="#">History</a>	0000-00-00	500	2024-04-27
3-102997	Aero2 PCS 60	Brusse Juntas Tech... filter column...	Trial	2023-02-28	2023-05-04	6	General Mfg	Durango	Euskadi	48200	Cold Jet Polska	Spain	EMEA	0.5	NO	<a href="#">History</a>	0000-00-00	500	2024-02-28
5-301242	i3 MicroClean 2	CCLS CM-CIC Le... filter column...	Trial	2022-12-20	2023-05-04	6	Aerospace	Pusignan	Auvergne-Rhône-A... filter column...	69330	France	EMEA	84.0	NO	<a href="#">History</a>	0000-00-00	500	2023-12-20	
3-103068	Aero2 PCS 60	Cryptographic Institu... filter column...	Trial	2023-04-27	2023-05-02	8	Power Generation	Loveland	Ohio	45140	Mid-East	United States	Americas	0.5	NO	<a href="#">History</a>	0000-00-00	500	2024-04-26
5-301283	i3 MicroClean 2	Rising Corporatio... filter column...	Trial	2023-04-24	2023-04-28	12	Automotive	Lukowoo	Greater Poland Vo... filter column...	64-600	Asia	Poland	Asia	0.5	NO	<a href="#">History</a>	0000-00-00	500	2024-04-23
5-301277	i3 MicroClean 2	Waterecore Techno... filter column...	Trial	2023-04-11	2023-04-28	12	Plastics	Lukowoo	Greater Poland Vo... filter column...	64-600	Asia	Poland	Asia	0.5	NO	<a href="#">History</a>	0000-00-00	500	2024-04-10
3-103040	Aero2 PCS 60	Seats Incorporated filter column...	Trial	2023-04-27	2023-04-28	12	General Mfg	Miamiville	Ohio		Midwest	United States	Americas	0.5	NO	<a href="#">History</a>	0000-00-00	500	2024-04-26
1-103051	Aero2 PLT 60	Caterpillar Inc. filter column...	Trial	2023-04-26	2023-04-28	12	Rubber	Loveland	Ohio	45140	Midwest	United States	Americas	0.5	NO	<a href="#">History</a>	0000-00-00	500	2024-04-25
3-103063	Aero2 PCS 60	Baker Utility Supp... filter column...	Trial	2023-04-27	2023-04-28	12	Restoration/Collecti... filter column...	Loveland	Ohio	45140	South Central	United States	Americas	0.5	NO	<a href="#">History</a>	0000-00-00	500	2024-04-26
3-103067	Aero2 PCS 60	Bimbo Bakeries U... filter column...	Trial	2023-04-27	2023-04-28	12	Food/Beverage	Sacramento	California	95820	Nothern California	United States	Americas	3.4	NO	<a href="#">History</a>	0000-00-00	500	2024-04-26
3-103065	Aero2 PCS 60	Hennepco Inc filter column...	Trial	2023-04-27	2023-04-28	12		Loveland	Ohio	45140	Gulf States	United States	Americas	0.5	NO	<a href="#">History</a>	0000-00-00	500	2024-04-26



# 11 Month Report

- The 11 Month Report page provides insights into machines that have shipped in the last 10-12 months.



# 11 Month Report (cont.)

- Using the filters located at the top of the page, you can also adjust which machines appear in the list. The two primary filters are:

## Machine Types

- Customer Owned
- No Customer Name

## Region

- Americas
- Asia
- EMEA

## Needs Service

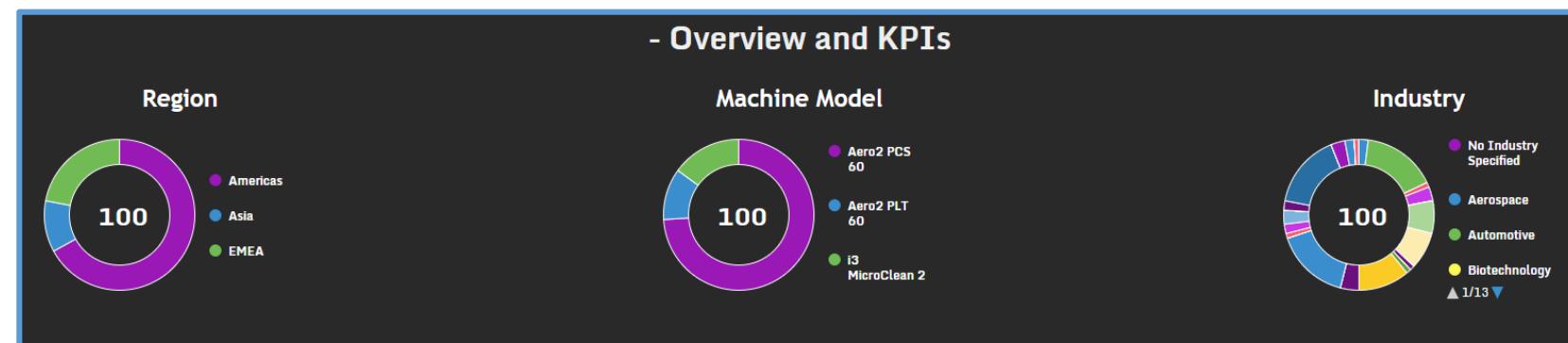
- Yes
- No

- If you have any filters activated, the “Filters” text will appear yellow.
- If you change your filter selection, click ‘Refresh’ to update the page.



## **11 Month Report (cont.)**

- The information at the top of the page displays:
    - Region - how many machines in the last 10-12 months were shipped to each region
    - Machine Model - how many of each model was shipped during the last 10-12 months
    - Industry - how many machines in the last 10-12 months were shipped within each industry



## **11 Month Report (cont.)**

- The **11 Month Report** table data includes:

• Actions	• Ship date	• Sales territory	• Next Service Hours
• Serial number	• Days since ship	• Country	• Next Service Date
• Machine model	• Industry	• Region	• Last Email Sent
• Customer Name	• City	• Hours	
• Subscription level	• State	• Service Needed	
• Manufacture date	• Postal Code	• Last Service Date	
  - For information on how to use the shipment insights table, see [How to Use Tables](#)

- Supporting Data																								
Page Size	25	v	First	Prev	1	2	3	4	Next	Last	[100 entries]	Download CSV												
Actions	Serial	Model	Cust...	Subscription	Mfg ...	Ship ...	Days...	Indu...	City	State	Post...	Sale...	Coun...	Region	Hour...	Service Nec...	Last ...	Next ...	Next ...	Last E...				
	filter cc	filter cc	filter cc	filter column...	filter cc	filter cc	filter cc	filter cc	filter cc	filter cc	filter cc	filter cc	filter cc	filter cc	filter cc	filter column...	filter cc	filter cc	filter cc	filter cc	filter cc	filter cc	filter cc	filter cc
<a href="#">🔗</a>	3-102588	Aero2 PCS 60	ATM Packa...	Basic	2022-05-06	2022-05-11	364	Packaging	Taylor	Michigan	48180	Mid-East (400)	United States	Americas	66.9	YES	<a href="#">History</a>	0000-00-00	500	2023-05-06	0000-00-00			
<a href="#">🔗</a>	3-102585	Aero2 PCS 60	Evo Plastics	Basic	2022-04-29	2022-05-11	364	Plastics	DeForest	Wisconsin	53532	Central (520)	United States	Americas	0.5	YES	<a href="#">History</a>	0000-00-00	500	2023-04-29	0000-00-00			
<a href="#">🔗</a>	3-102598	Aero2 PCS 60	Martin's Cl...	Basic	2022-05-11	2022-05-11	364	Restoration/...	Huntsville	Alabama	35801	Gulf States (...)	United States	Americas	17.2	NO	<a href="#">History</a>	2023-03-08	517	2024-03-08	0000-00-00			
<a href="#">🔗</a>	3-102586	Aero2 PCS 60	Evo Plastics	Basic	2022-05-06	2022-05-11	364	Plastics	Calhoun	Georgia		Gulf States (...)	United States	Americas	19.2	NO	<a href="#">History</a>	2023-04-18	518	2024-04-18	0000-00-00			
<a href="#">🔗</a>	3-102495	Aero2 PCS 60	SuperPuff...	Basic	2022-04-04	2022-05-11	364	Food/Bevera...	Mississauga	Ontario		Canada (900)	Canada	Americas	17.7	YES	<a href="#">History</a>	0000-00-00	500	2023-04-04	0000-00-00			
<a href="#">🔗</a>	3-102591	Aero2 PCS 60	Cold Jet Aut...	Trial	2022-05-06	2022-05-12	363	Medical Dev.	Bull Creek	Western A...	6149	Asia	Australia	Asia	8.5	YES	<a href="#">History</a>	0000-00-00	500	2023-05-06	0000-00-00			
<a href="#">🔗</a>	3-102546	Aero2 PCS 60	Gulf Incon...	Basic	2022-04-13	2022-05-12	363	Dealer	Dubai	Dubai		Middle East	United Arab ...	EMEA	47.7	YES	<a href="#">History</a>	0000-00-00	500	2023-04-13	0000-00-00			
<a href="#">🔗</a>	3-102593	Aero2 PCS 60	Cold Jet Aut...	Trial	2022-05-06	2022-05-12	363	Medical Dev.	Macquarie P...	New South ...	2113	Asia	Australia	Asia	9.9	YES	<a href="#">History</a>	0000-00-00	500	2023-05-06	0000-00-00			
<a href="#">🔗</a>	3-102574	Aero2 PCS 60	Avient Corp	Basic	2022-04-26	2022-05-12	363	Plastics	Avon	Ohio	44011	Mid-East (400)	United States	Americas	4.5	YES	<a href="#">History</a>	0000-00-00	500	2023-04-26	0000-00-00			



# 11 Month Report (cont.)

- Clicking the “share” arrow in the actions column allows you to quickly customize an email regarding the customer’s upcoming PMI.
- From the email customization, you may edit the From, To, BCC, Subject, Message, and/or additional information to include in the email. Each email will default to the template subject and message for you to edit.

The screenshot displays a software interface for managing machine maintenance. On the left, a table lists 12 machines, each with a 'Actions' column containing a share icon. A green arrow points from the 'Actions' column of the 8th row to the 'share' icon in the 'CONNECT Maintenance Email' dialog box. The dialog box is titled 'CONNECT Maintenance Email' and contains sections for 'General Information', 'Message Details', and 'Additional Information You Can Include'. It shows the recipient as 'egillespie@coldjet.com' and the subject as 'Your Aero2 PCS 60's Preventative Maintenance'. The preview on the right shows a table of maintenance history for the selected machine, with rows 9 through 6 listed.

Customer	Service Needs	Last Service	Next Service	Next E-Service
9	YES	<a href="#">History</a> 0000-00-00	500	2023-05-06 0000-00-00
	YES	<a href="#">History</a> 0000-00-00	500	2023-04-29 0000-00-00
2	NO	<a href="#">History</a> 2023-03-08	517	2024-03-08 0000-00-00
2	NO	<a href="#">History</a> 2023-04-18	518	2024-04-18 0000-00-00
7	YES	<a href="#">History</a> 0000-00-00	500	2023-04-04 0000-00-00
	YES	<a href="#">History</a> 0000-00-00	500	2023-05-06 0000-00-00
7	YES	<a href="#">History</a> 0000-00-00	500	2023-04-13 0000-00-00
	YES	<a href="#">History</a> 0000-00-00	500	2023-05-06 0000-00-00
7	YES	<a href="#">History</a> 0000-00-00	500	2023-04-26 0000-00-00
6	YES	<a href="#">History</a> 0000-00-00	500	2023-05-06 0000-00-00

# 11 Month Report (cont.)

- Once you are satisfied with your email and its contents, you may preview the message by selecting “Preview”.
- If you need to make any changes to your email, simply click “Back” and return to the customization screen. Otherwise, you may send the email by clicking “Send Email”.

**CONNECT Maintenance Email**  
This email will help to engage your customer to schedule a preventative maintenance check-up on their machine.

**General Information**

Who should the email be sent FROM? \*

Cold Jet (egillespie@coldjet.com)

Customer Service (service@coldjet.com)

Other

Email Subject \*

Your Aero2 PCS 60's Preventative Maintenance

Email Message \*

Your Aero2 PCS 60 is in need of service.  
Contact a Cold Jet Customer Service Representative today to schedule preventative maintenance for your machine.  
Call Cold Jet today: (800) 337-9423

Additional Information You Can Include  
This customer, AJM Packaging Corp, has 3 machines.  
If you would like to include any machine details (as shown below), check the boxes next to the machine serial numbers and click "Add".

Serial #	Send Number	Current Hours	Customer Name	Next Service
C00102105	1	328.2	AJM Packaging Corp	772 hrs OR 2023-11-30
C00102588	2	66.9	AJM Packaging Corp	500 hrs OR 2023-05-06
C00102685	3	0.5	AJM Packaging Corp	500 hrs OR 2023-07-15
C00102686	4	1.6	AJM Packaging Corp	500 hrs OR 2023-07-15
C00102687	5	44.0	AJM Packaging Corp	500 hrs OR 2023-07-15

[Back](#) [Preview](#)

**CONNECT Maintenance Email - Preview**

**Email Details**

Email to Send FROM: egillespie@coldjet.com  
Email(s) to Send TO: egillespie@coldjet.com  
Email to BCC: egillespie@coldjet.com  
Message Subject: Your Aero2 PCS 60's Preventative Maintenance

**Cold Jet.** the force of nature

**Your Aero2 PCS 60's Preventative Maintenance**

Your Aero2 PCS 60 is in need of service.

Contact a Cold Jet Customer Service Representative today to schedule preventative maintenance for your machine.

Call Cold Jet today: [\(800\) 337-9423](#)

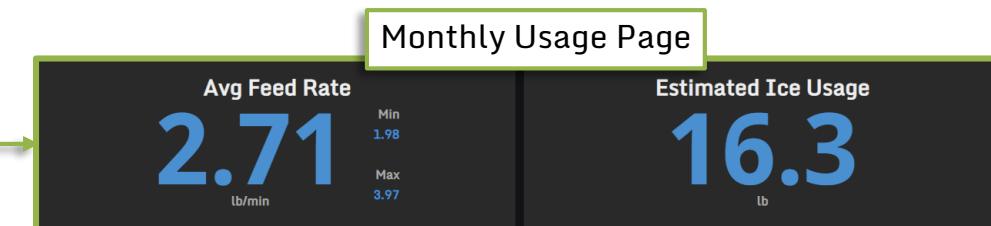
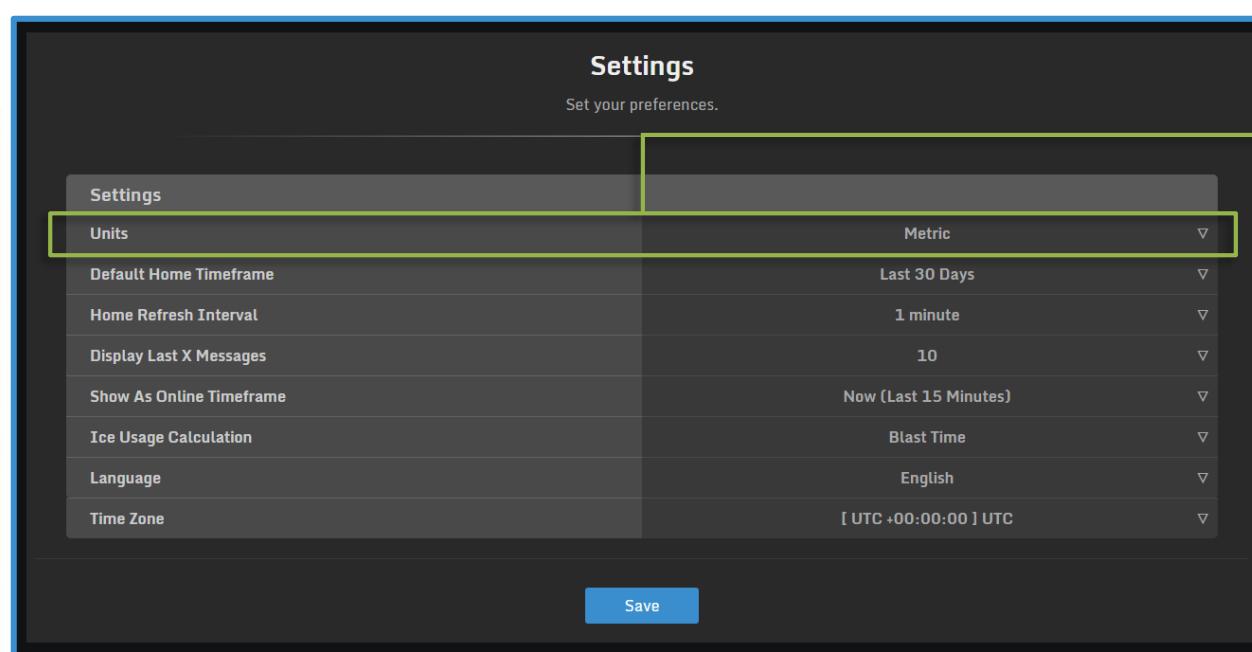
Serial #	Hours	Customer Name	Next Service
C00102105	328.2	AJM Packaging Corp	772 hrs OR 2023-11-30
C00102588	66.9	AJM Packaging Corp	500 hrs OR 2023-05-06
C00102685	0.5	AJM Packaging Corp	500 hrs OR 2023-07-15
C00102686	1.6	AJM Packaging Corp	500 hrs OR 2023-07-15
C00102687	44.0	AJM Packaging Corp	500 hrs OR 2023-07-15

[Back](#) [Send Email](#)



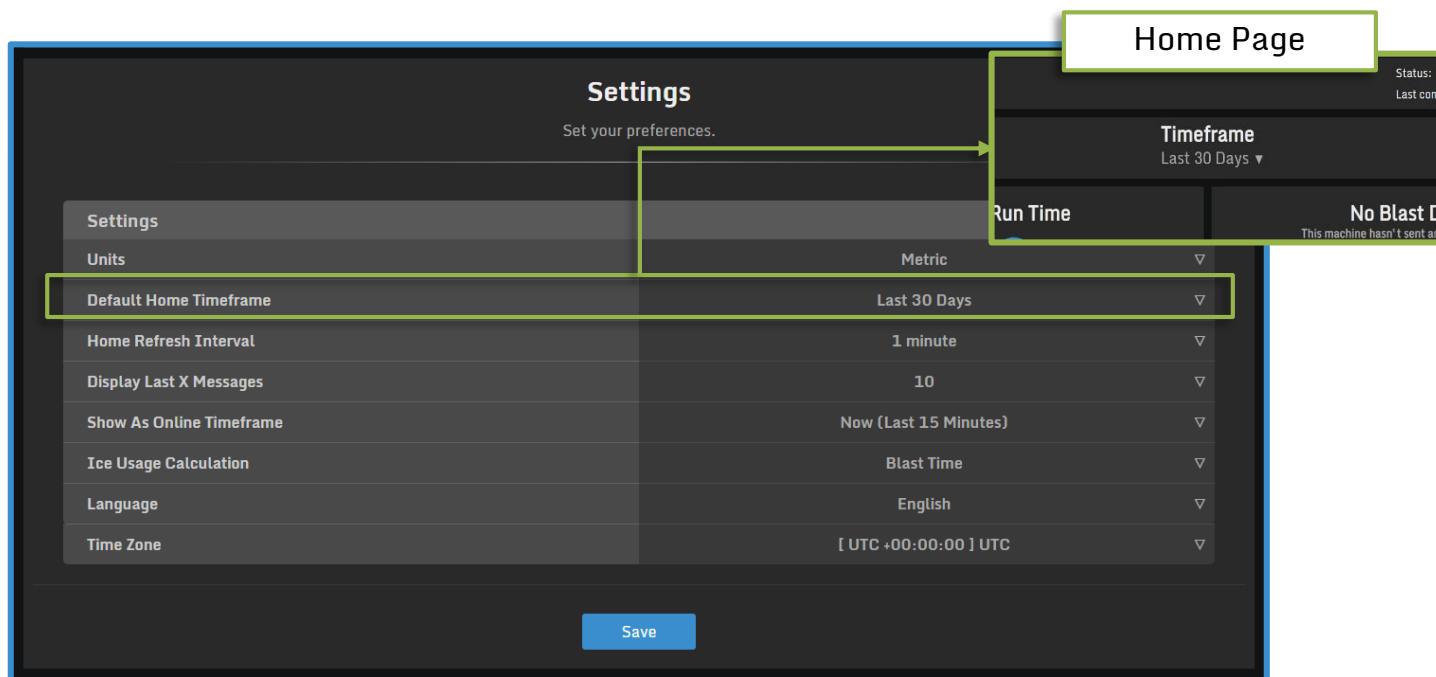
# Settings

- The **Settings** page is where you tailor the display information in CONNECT® Analytics to your liking.
- Units** sets the type of units you would like the information to be displayed with. Options include:
  - Imperial
  - Metric



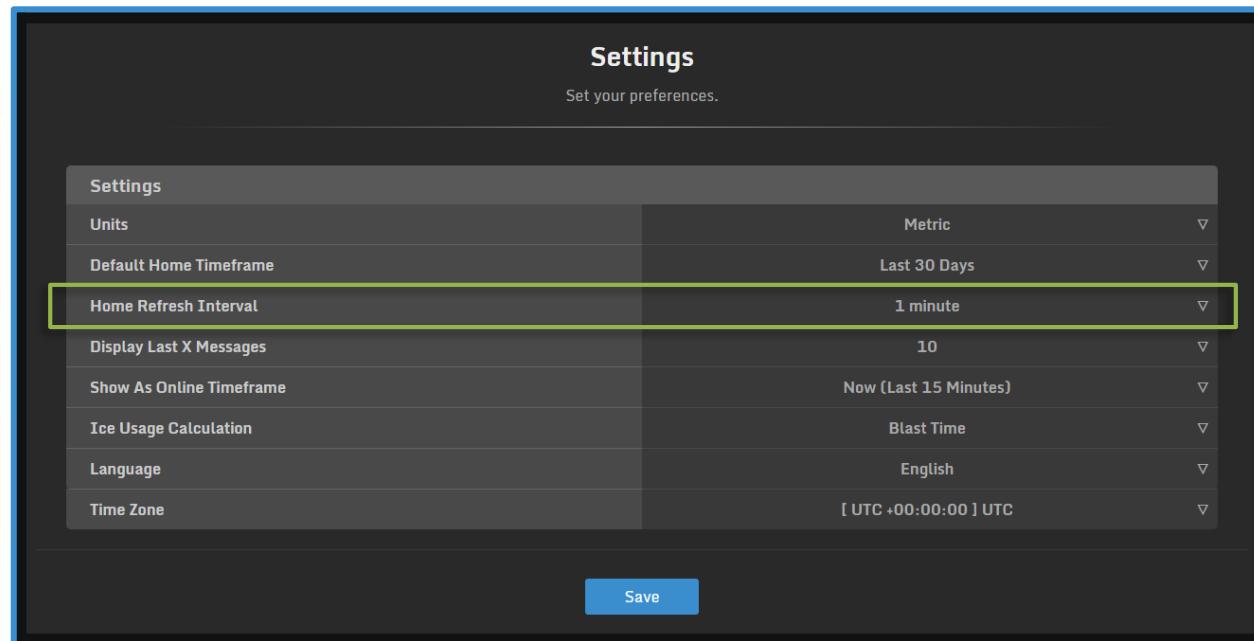
## Settings (cont.)

- **Default Home Timeframe** selects the timeframe on the customer home page. Options include:
  - Today
  - Yesterday
  - Last 7 Days
  - Last 30 Days
  - Year to Date (YTD)



## Settings (cont.)

- **Home Refresh Interval** chooses the length of time before data refreshes on the customer home page. Options include:
  - 5 seconds
  - 30 seconds
  - 1 minute
  - 5 minutes
  - 10 minutes
  - 30 minutes
- **Note - the “5 seconds” interval is available for Administrators only.**



## Settings (cont.)

- **Display Last X Messages** chooses the number of faults to show on the **Information page**. Options include:

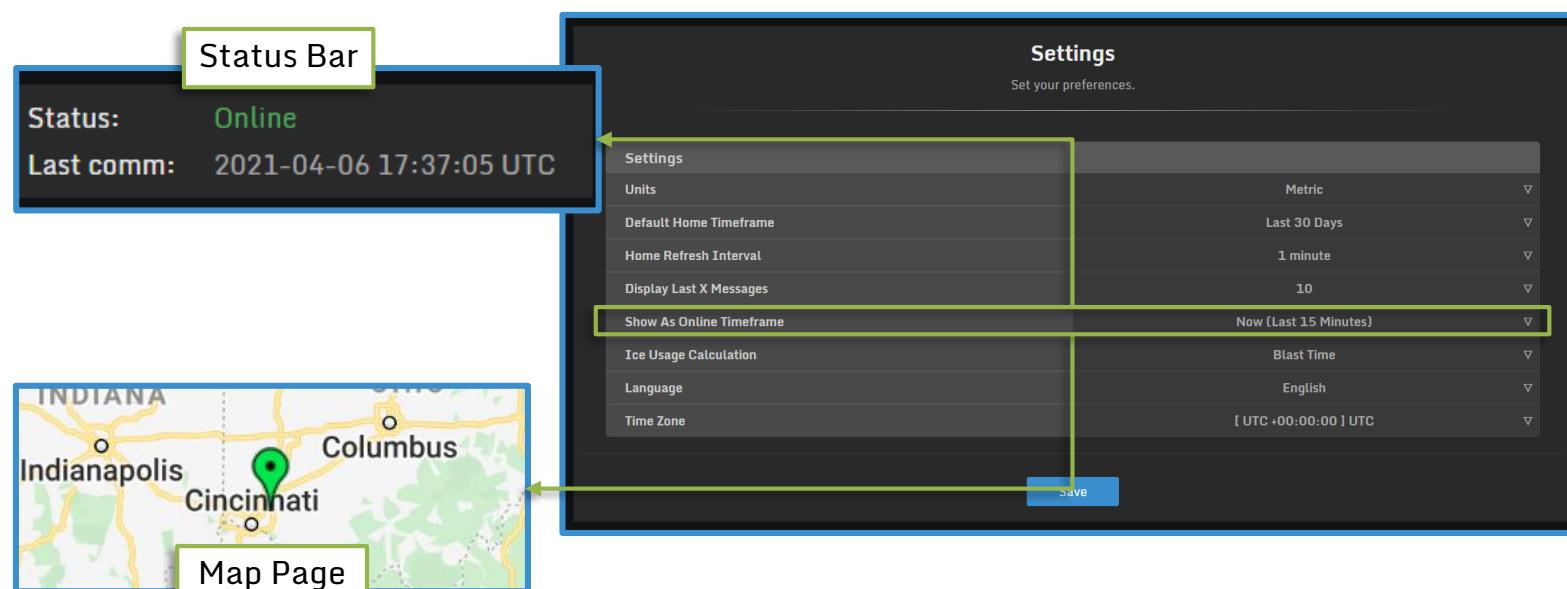
- 10
- 50
- 100

The screenshot shows the 'Settings' page with a sidebar and a main content area. The sidebar contains 'Settings' and 'Units'. The main content area has sections for 'Metric' (set to 'Last 30 Days'), 'Timeframe' (set to '1 minute'), and 'Display Last X Messages' (set to '10'). A green arrow points from the 'Display Last X Messages' section to a callout box labeled 'Information Page' which displays a table of 'Last 50 Messages'.

Message Time (US/Eastern)	Message Code	Message Name
2023-06-15 00:54:51	42	Motor Needs Acknowledgment Error
2023-06-14 04:51:26	44	Motor Overvoltage Error
2023-06-14 04:51:26	40	CW Cutter Motor Error
2023-06-14 04:51:26	37	Feeder Motor Error
2023-06-14 04:42:11	44	Motor Overvoltage Error
2023-06-14 04:42:11	40	CW Cutter Motor Error

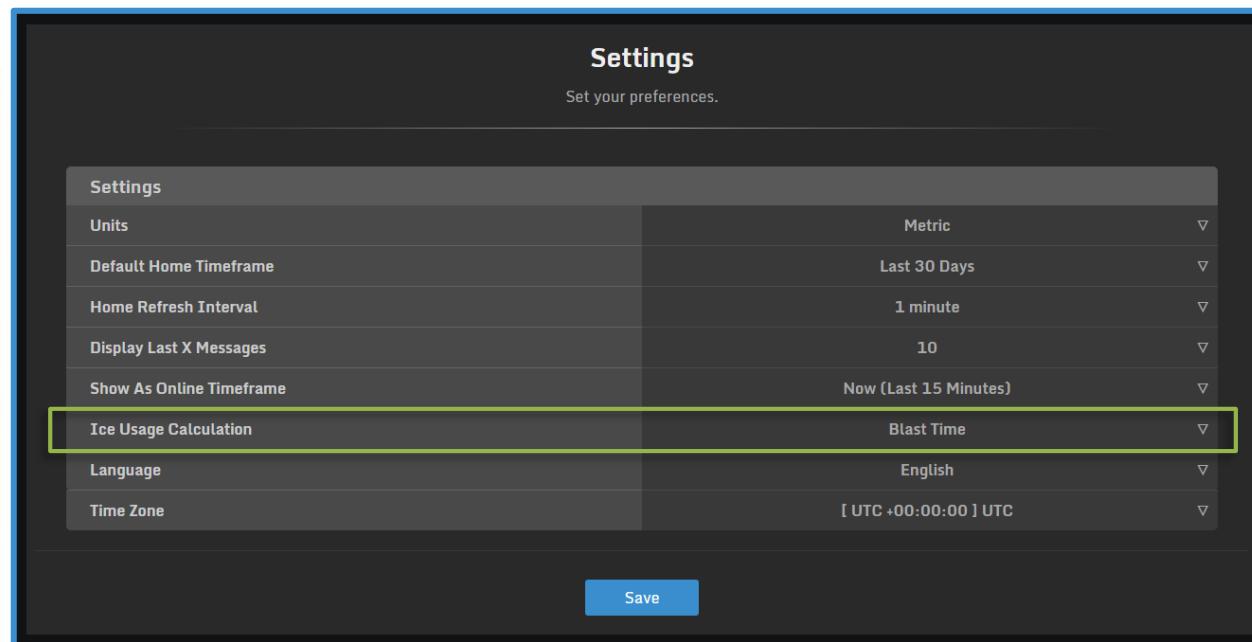
## Settings (cont.)

- **Show as Online Timeframe** is the period of time that your machine will be considered online for. Options include:
  - 1 hour
  - 4 hours
  - 8 hours
  - 12 hours
  - 24 hours
  - 48 hours
  - 7 days
  - 30 days
- If your machine is online, the status bar will be green and say online. Otherwise, it will be gray and say offline. Additionally, the machine map will show a red pin if offline, or a green pin if online.



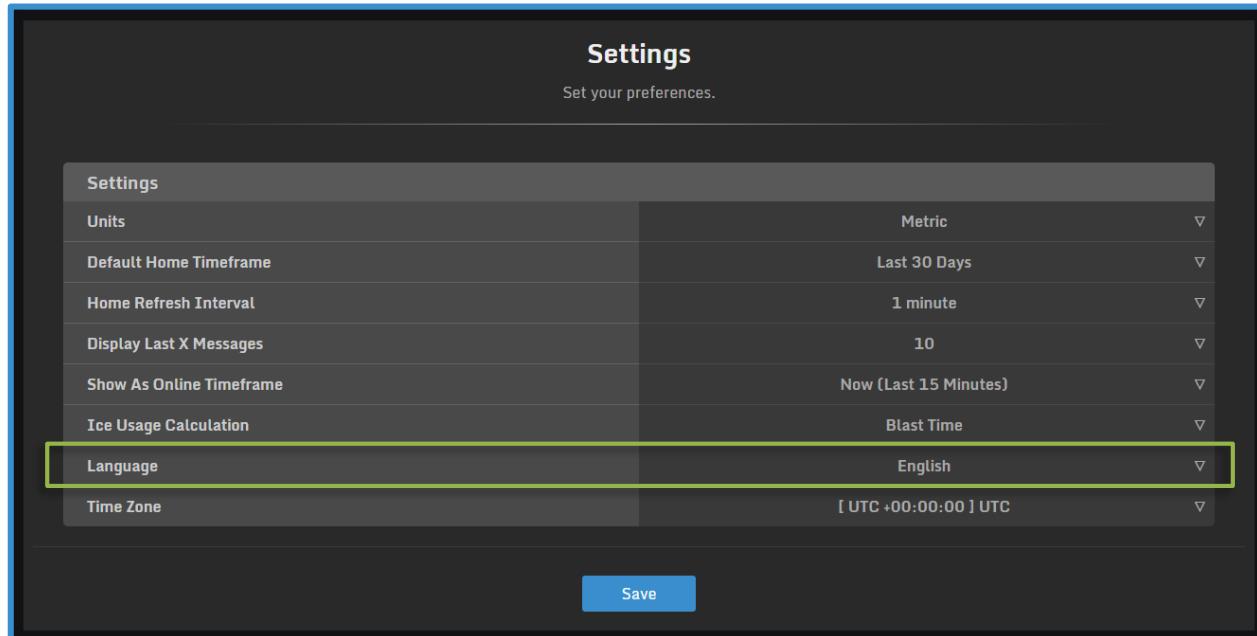
## Settings (cont.)

- **Ice Usage Calculation** is the type of hour reading you would like to use to calculate estimated ice usage. Options include:
  - Blast Time - Sum of trigger seconds during the timeframe
  - Run Time - Difference in hour meter readings from beginning and end of the timeframe



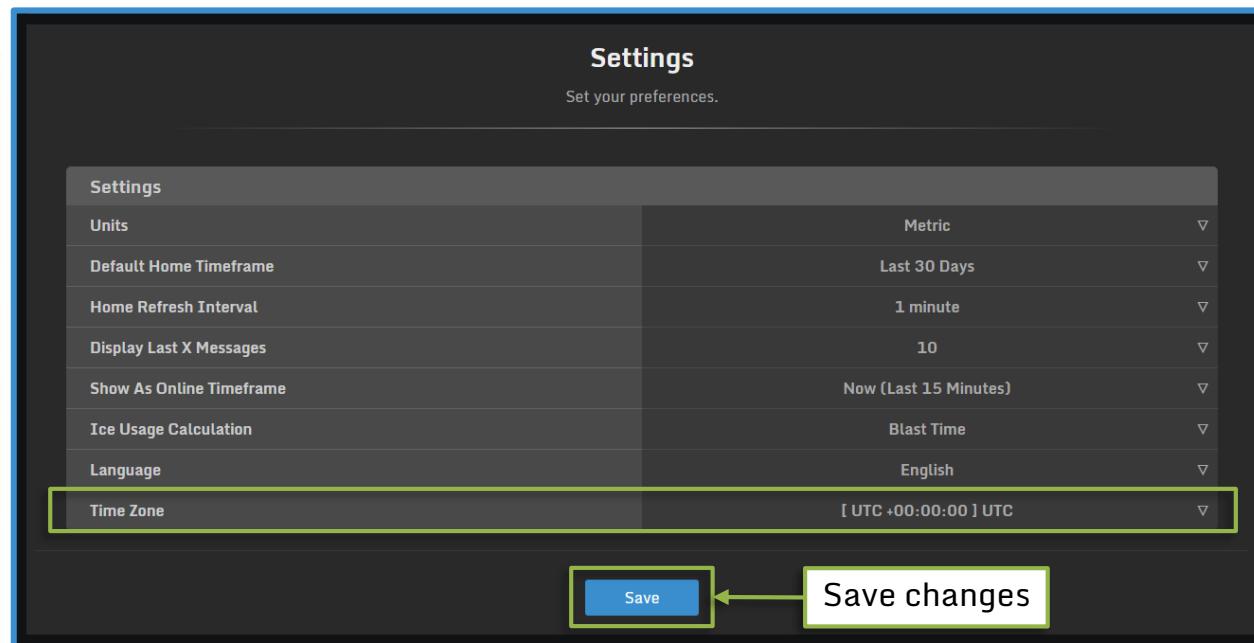
## Settings (cont.)

- **Customer's Language** changes the language of the interface of the **Single/Multi-Machine** and **Fleet** sections. Options include:
  - Brazilian Portuguese
  - German
  - Chinese
  - Japanese
  - English
  - Polish
  - French
  - Spanish
- If a page is not included in the **Single/Multi- Machine** or **Fleet** sections, text will be displayed in English.



## Settings (cont.)

- **Time Zone** changes which time zone any timestamps are presented in. There are 76 different options to choose from.
- **Note - you must press Save for the changes to be applied.**



# How to Use Tables

- Using the ‘Page Size’ dropdown, adjusts the number of rows per page.
- To change pages, select one of the page options or choose ‘First’, ‘Prev’, ‘Next’ or ‘Last’
  - ‘First’ - goes to page 1
  - ‘Prev’ - goes to page before current page
  - ‘Next’ - goes to page after current page
  - ‘Last’ - goes to last page

The screenshot shows a data table with several user interface elements overlaid:

- Page Size:** A dropdown menu set to "25".
- Number of rows:** A button labeled "25" with a dropdown arrow.
- First Page:** A button labeled "1".
- Page Options:** A button labeled "2 3 4 5".
- Previous Page:** A button labeled "Prev".
- Next Page:** A button labeled "Next".
- Last Page:** A button labeled "Last".
- Filter Buttons:** Buttons for filtering columns: "filter 1", "filter 2", "filter 3", "filter 4", "filter 5", "filter 6", "filter 7", "filter 8", "filter 9", "filter 10".
- Column Headers:** "Ser...", "Cu...", "Onl...", "Subscription...", "Service Nee...", "Ctrl Bo...", "Las...", "Is ...", "Shi...", "Ind...", "Ho...", "Cou...".
- Table Data:** Rows of data with columns for serial numbers, customer names, service levels, subscription details, service needs, control board, last update, installation date, shipping date, industry, hours worked, and country.

# How to Use Tables (cont.)

- The number of entries displays the total number of rows that match filter choices.
- This number changes when you:
  - Search for a result using the white filter boxes on the table.
  - Filter data by using toggle buttons on top of page.

**Number of Entries**

A screenshot of a table interface. At the top, there are navigation buttons for 'Page Size' (25), 'First', 'Prev', '1 2 3 4 5', 'Next', and 'Last'. Below these are several filter columns with dropdown menus and 'filter column...' buttons. The main body of the table contains 6 rows of data. At the bottom right of the table, it says '1,452 entries'.

**Filtering data**

A screenshot of a table interface. On the left, a row has been selected, and its details are shown in a modal window. The modal shows the 'Customer' field set to 'cold'. On the right, a sidebar titled 'Cold Jet: Engineer...' contains sections for 'Customer' (with 'Customer Owned' and 'Cold Jet Owned' options), 'Region' (with 'Americas', 'Asia', and 'EMEA' buttons), and 'Needs Service' (with 'Yes' and 'No' buttons). A green arrow points from the 'cold' filter in the modal to the 'Customer' section of the sidebar.

# How to Use Tables (cont.)

- Click ‘Download CSV’ to download the visible data
- Note - the Service Home has two CSV download options: “Displayed” and “All Columns/Rows”.**
- When downloading data, the number of rows being downloaded is equivalent to the number of rows selected from the ‘page size’ dropdown.
  - To download all available rows, select ‘ALL’ from the Page Size dropdown.

The screenshot shows a table with various columns and a header row containing filters. At the top right of the table, there are two 'Download CSV' buttons: one labeled 'Displayed' and one labeled 'All Columns/Rows'. A green box surrounds the 'Displayed' button, and another green box surrounds the 'Download CSV' button itself.

Page Size	25	First	Prev	1	2	3	4	5	Next	Last	[2,146 entries]	Download CSV	Displayed	All Columns/Rows									
Serial #	Subscription	Sub Exp Date	Customer N...	Sales Team...	Industry	Last Comm ...	Ship Date	Hours	Service Nee...	Next Servic...	Last Service...	Next Service ...	filter column...										
1+0101526	Basic	0000-00-00	BioNaire Inc	Canada (900)	Dealer	0000-00-00 00:00:00	2020-09-22	0	YES	History	500	0000-00-00	2021-05-20	filter column...									
1+011136	Basic	0000-00-00	Ray-Mac Inc	North Central (550)	Foundry/Metal Forming	2022-07-21 15:10:14			YES	History	500	2021-03-19	2023-08-09	filter column...									
1+011139	Basic	0000-00-00	Fritz Winter Eisengeo...	Cold Jet Deutschland	Foundry/Metal Forming	2021-03-18 16:49:07			YES	History	646	2022-03-29	2023-03-30	filter column...									
1+011187	Basic	0000-00-00	Junior Kühlkörper G...	Electronics-Semicond...	2022-12-28 04:02:26	2021-09-30	3, 4	YES	History	275	2021-09-30	2022-09-30	filter column...										
1+011190	Basic	0000-00-00	Construct Masters	Construction	2023-01-13 03:20:54	2021-01-18	173.1	YES	History	664	2021-04-15	2022-04-15	filter column...										
1+011191	Basic	0000-00-00	IDEAL AUTOMOTIV...	Foundry/Metal Forming	0000-00-00 00:00:00	2020-10-30	139.2	NO	History	639	2023-01-09	2024-01-10	filter column...										

Page Size	25	First	Prev	1	2	3	4	5	Next	Last	[103 entries]	Download CSV	Displayed	All Columns/Rows										
Serial	Cust...	Onli...	Subscription	Service Nee...	Ctrl Bo...	Last ...	Is B...	Ship ...	Indu...	Hour...	Avg ...	Avg ...	Est D...	Est D...	Est D...	Sale...	Coun...	Region	filter col...					
1+011133	Cold Jet En...	NO	Trial	NO	History	8.43	2023-06-05 ...	NO	0000-00-00	27.4	0.0	0.0	603.2	5.5			United States	Americas	filter col...					
1+011141	Cold Jet La...	NO	Trial	YES	History	7.30	2022-02-19 ...	NO	2020-07-14	Contract Cle...	32.5	0.0	0.0	429.0	0.0			Central Mexi...	Mexico	Americas	filter col...	filter col...	filter col...	filter col...
1+011485	Cold Jet La...	NO	Trial	YES	History	8.42	2023-06-06 ...	NO	2020-03-31	Contract Cle...	795.2	0.0	0.0	99,748.7	81,266.9			Central Mexi...	Mexico	Americas	filter col...	filter col...	filter col...	filter col...
1+011486	Cold Jet La...	NO	Trial	YES	History	8.42	2023-05-04 ...	NO	2020-03-31	Contract Cle...	1,083.9	0.0	0.0	126,977.9	23,851.1			Central Mexi...	Mexico	Americas	filter col...	filter col...	filter col...	filter col...
1+011554	Cold Jet Au...	NO	Basic	YES	History	8.42	2023-05-03 ...	NO	2020-06-11	Medical Devi...	78.5	0.0	0.0	8,788.0	3,908.9			Asia		Asia	filter col...	filter col...	filter col...	filter col...
1+011748	Cold Jet Au...	NO	Basic	YES	History	8.42	2023-06-17 ...	NO	2020-12-21	Medical Devi...	176.6	1.5	1,015.8	14,895.9	13,690.4		Asia	Australia	Asia	filter col...	filter col...	filter col...	filter col...	
1+011819	Cold Jet Dr...	NO	Trial	YES	History	8.11	0000-00-00 ...	NO	2021-04-08	Automotive	0.0	0.0	0.0	0.0	0.0		United States	Asia	filter col...					

# How to Use Tables (cont.)

- You may filter the data being downloaded by filtering the table. This can be done by:
  - Searching for a result using the white filter boxes on the table.
  - Filtering data by using toggle buttons on top of page.
- To change the size of a column, click on the vertical separator between each column

Serial #	Subscription Type	Sub Exp Date	Customer Name	Sales Territory	Industry	Last Comm ...	Ship Date	Hours	Service Needs	Next Service	Last Service	Next Service ...
<a href="#">1+0101526</a>	Basic	0000-00-00	BioQuire Inc	Canada (900)	Dealer	0000-00-00 00:00:00	2020-09-22	0.0	YES	2021-05-20		
<a href="#">1+101136</a>	Basic	0000-00-00	Rav-Mac Inc	North Central (550)	Foundry/Metal Forming	2022-07-21 15:10:14	2020-05-29	186.0	NO	2023-08-09		
<a href="#">1+101139</a>	Basic	0000-00-00	Fritz Winter Eisenegie...	Cold Jet Deutschland	Foundry/Metal Forming	2021-03-18 16:49:07	2019-12-20	145.6	YES	2023-03-30		
<a href="#">1+101187</a>	Basic	0000-00-00	Junior Kühlkörper G...	Electronics-Semiconduc...	2022-12-28 04:02:26	2021-09-30	38.1	YES	History	2022-09-30		
<a href="#">1+101190</a>	Basic	0000-00-00	Construct Masters	Construction	2023-01-13 03:20:54	2021-01-18	178.1	YES	History	2021-04-15	2022-04-15	
<a href="#">1+101191</a>	Basic	0000-00-00	IDEAL AUTOMOTIV...	Foundry/Metal Forming	0000-00-00 00:00:00	2020-10-30	139.2	NO	History	2023-01-09	2024-01-10	

Click to change  
column size

# How to Use Tables (cont.)

- You are able to sort a table by clicking or tapping the header of the column you would like to sort by. Clicking the header a second time will reverse the direction of the sort.
- You can search through the table data using the white boxes located below each header and entering the information that you would like to pull up.
  - For example, if you type ‘45’ in the Serial # column, machines with ‘45’ somewhere in the serial number will be shown.

The screenshot shows a table with various columns and a search/filtering feature at the bottom. The columns include: Serial #, Subscription Type, Sub Exp Date, Customer Name, Sales Territory, Industry, Last Comm Date, Ship Date, Hours, Service Needs, Next Service Date, Last Service Date, and Next Service Date. The table has 12 rows of data. At the bottom, there is a search bar for 'Serial #' containing 'cold' and another for 'Customer' also containing 'cold'. A green box labeled 'Click to filter' points to the 'Serial #' search bar. A green box labeled 'Click to sort' points to the 'Last Service...' column header.

Serial #	Subscription Type	Sub Exp Date	Customer Name	Sales Territory	Industry	Last Comm Date	Ship Date	Hours	Service Needs	Next Service Date	Last Service Date	Next Service Date
1+101526	Basic	0000-00-00	BioQuire Inc	Canada (900)	Dealer	0000-00-00 00:00:00	2020-09-22	0.0	YES	History	500	0000-00-00
1+101136	Basic	0000-00-00	Ray-Mac Inc	North Central (550)	Foundry/Metal Forming	2022-07-21 15:10:14	2020-05-29	186.0	NO	History	500	2021-03-19
1+101139	Basic	0000-00-00	Fritz Winter Eisengie...	Cold Jet Deutschland	Foundry/Metal Forming	2021-03-18 16:49:07	2019-12-20	145.6	YES	History	646	2022-03-29
1+101187	Basic	0000-00-00	Junior Kühlköper G...		Electronics-Semicond...	2022-12-28 04:02:26	2021-09-30	36.1	YES	History	275	2021-09-30
			Construct Masters		Construction	2023-01-13 03:20:54	2021-01-18	178.1	YES	History	664	2021-04-15
			IDEAL AUTOMOTIV...		Foundry/Metal Forming	0000-00-00 00:00:00	2020-10-30	139.2	NO	History	639	2023-01-09
												2024-01-10

Serial # Customer

filter column... cold

1+101133 Cold Jet: Engineering...

1+101341 Cold Jet Latinoamericana...

1+101485 Cold Jet Latinoamericana...

1+101486 Cold Jet Latinoamericana...

# How to Use Tables (cont.)

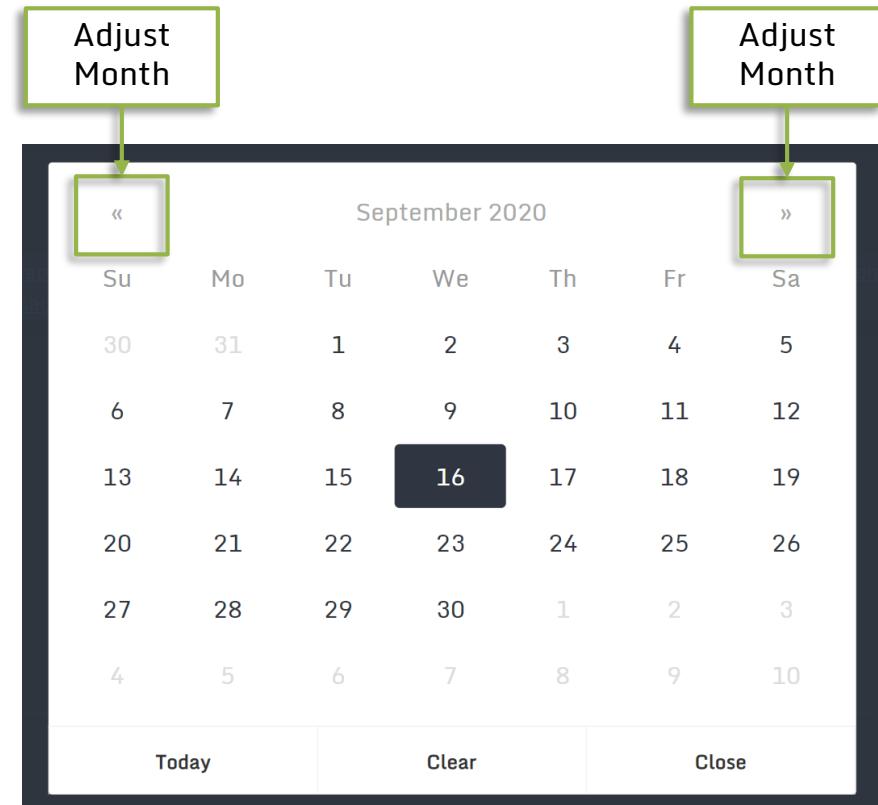
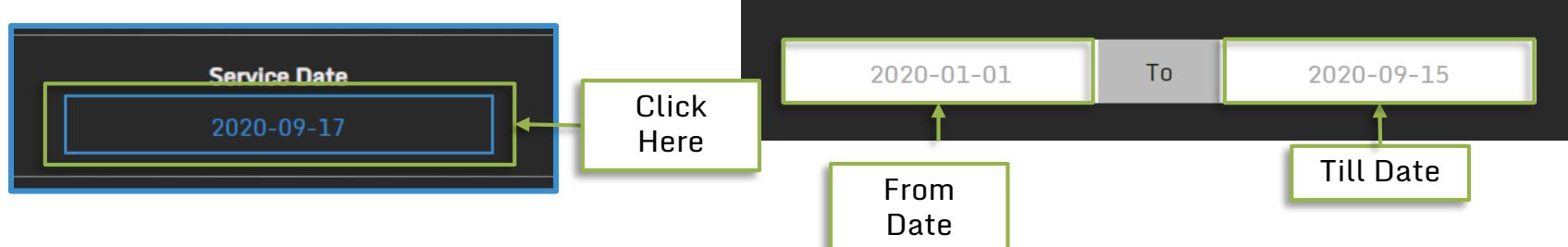
- Each serial number is a link that goes to the customer home page for that specific machine.

Click here → [1-101136](#)

Serial #	Subscription	Sub Exp Date	Customer N...	Sales Territ...	Industry	Last Comm ...	Ship Date	Hours	Service Nee...	Next Servic...	Last Service...	Next Service ...
<a href="#">1-10101526</a>	Basic	0000-00-00	<a href="#">Biggire Inc</a>	Canada (900)	Dealer	0000-00-00 00:00:00	2020-09-22	0.0	YES	<a href="#">History</a> 500	0000-00-00	2021-05-20
<a href="#">1-101136</a>	Basic	0000-00-00	<a href="#">Ray-Mac Inc</a>	North Central (550)	Foundry/Metal Forming	2022-07-21 15:10:14	2020-05-29	186.0	NO	<a href="#">History</a> 500	2021-03-19	2023-08-09
<a href="#">1-101139</a>	Basic	0000-00-00	<a href="#">Fritz Winter Eisengie...</a>	Cold Jet Deutschland	Foundry/Metal Forming	2021-03-18 16:49:07	2019-12-20	145.6	YES	<a href="#">History</a> 646	2022-03-29	2023-03-30
<a href="#">1-101187</a>	Basic	0000-00-00	<a href="#">Junior Kühlköper G...</a>		Electronics-Semicond...	2022-12-28 04:02:26	2021-09-30	36.1	YES	<a href="#">History</a> 275	2021-09-30	2022-09-30
<a href="#">1-101190</a>	Basic	0000-00-00	<a href="#">Construct Masters</a>		Construction	2023-01-13 03:20:54	2021-01-18	178.1	YES	<a href="#">History</a> 664	2021-04-15	2022-04-15
<a href="#">1-101191</a>	Basic	0000-00-00	<a href="#">IDEAL AUTOMOTIV...</a>		Foundry/Metal Forming	0000-00-00 00:00:00	2020-10-30	139.2	NO	<a href="#">History</a> 639	2023-01-09	2024-01-10

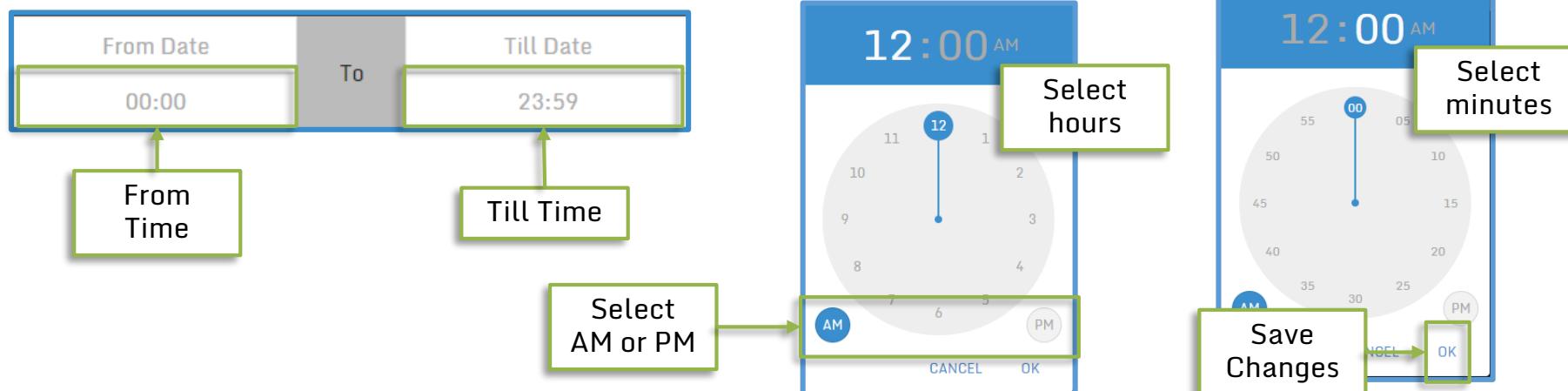
# How to Use Date Pickers

- If there are two dates being displayed, the date on the left is the **From Date**. This is the oldest day the data will display.
- If there are two dates being displayed, the date on the right is the **Till Date**. This is the most current day the data will display.
- To enter a date, click on the day you would like to change. This will pull up a calendar.
  - **Today** selects the current date.
  - **Clear** removes all date information.
  - **Close** cancels all changes on the calendar.
- The arrows on the top left or right can change the month



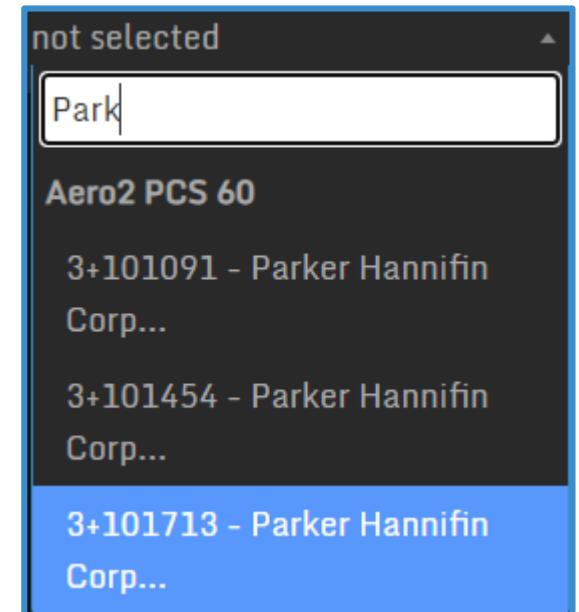
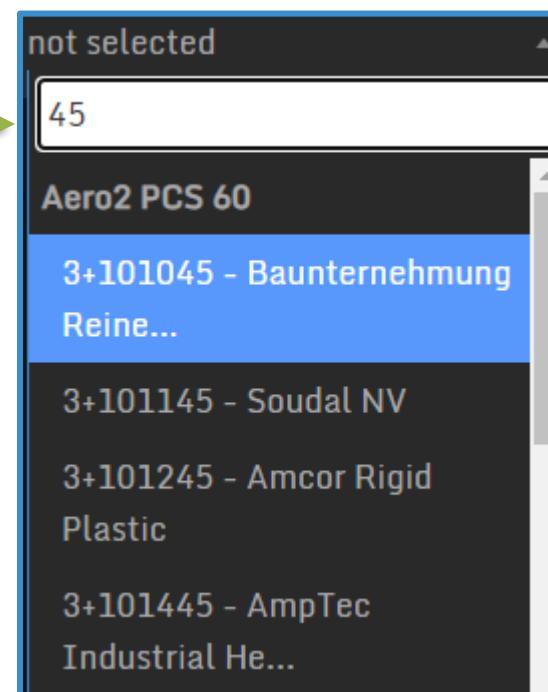
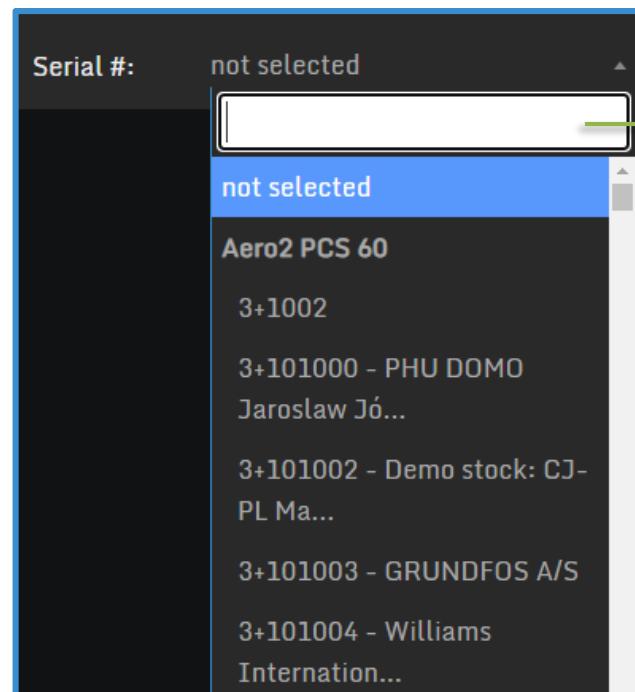
# How to Use Date Pickers (cont.)

- Certain date pickers, such as the Daily Usage report, include a time picker.
- If there are two times being displayed, the time on the left is the start time that will be paired with the start date. This defaults to 00:00.
- If there are two times being displayed , the time on the right is the end time that will be paired with the end date. This defaults to 23:59.
- To enter a time, select the hour you would like to view. You will then be prompted to select a minute to pair with the hour, as well as “AM” or “PM”.
- After picking your times, the inputs will display the times in 24-hour format.
  - Note - you must click “OK” for changes to save.



# How to Use Dropdowns

- When an option from a dropdown is being chosen, you may filter the options of the dropdown by typing in the white box.
  - For example, if you type ‘45’ in the filter, machines with ‘45’ somewhere in the serial number will be shown.
  - You may also search by customer name. For example, if you type ‘Park’ in the filter, machines with ‘Park’ in the customer name will be shown.



For questions, comments, issues or suggestions regarding CONNECT® Analytics, contact **Bob Gruen**, **Elise Gillespie**, or **Ned Portune**.

**Bob Gruen**

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