

Crowcon Portal: User Guide

User Guide and FAQs for Crowcon's Online Gas Detection Portal & Data Extraction Software.

Crowcon Detection Instruments Ltd.

January 2021



Contents

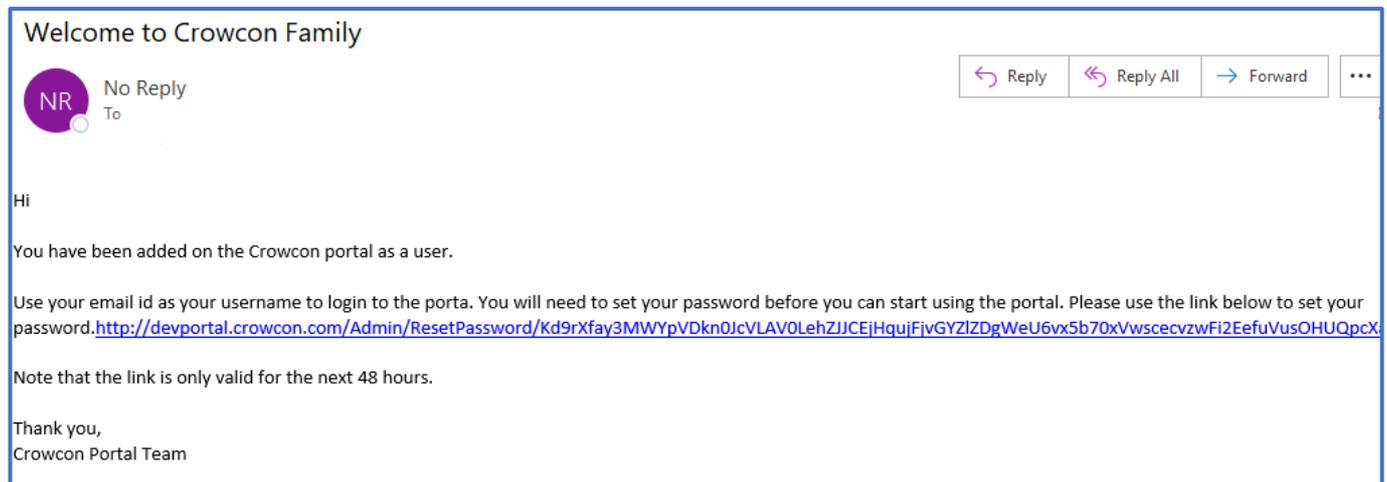
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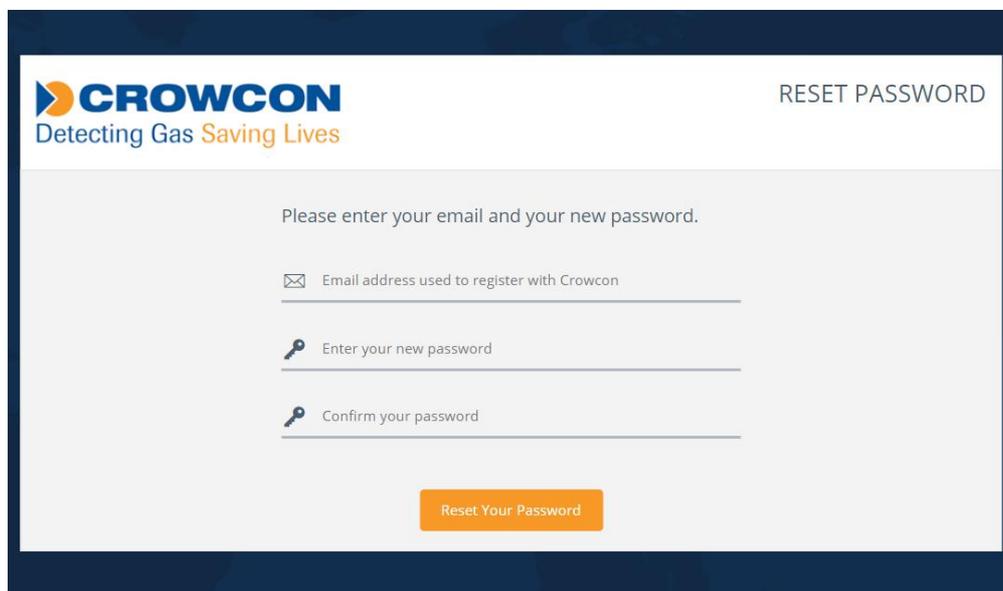
Portal

Logging in for the first time

On completion of successful setup of your Crowcon Portal, you will receive an email from the Crowcon Portal Team with a link to setup your user account and password. Please note, the link is only valid for 48 hours.



Follow the link in the email to setup your password, using your email address that has been setup on the portal (this is the email address that your welcome email was delivered to), please choose a new password to use for the portal and press the 'reset' button. Please note, passwords must be at least 8 characters long, contain at least one lowercase character, one uppercase character, one number and one special character.



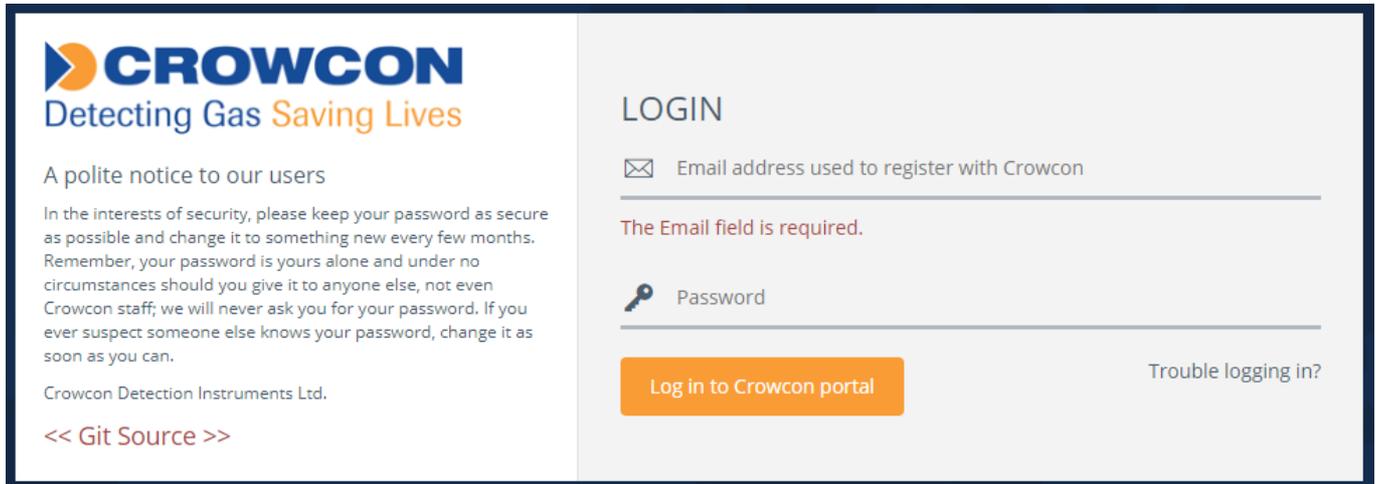
The screenshot shows the "RESET PASSWORD" form on the Crowcon portal. The form includes the Crowcon logo and tagline "Detecting Gas Saving Lives" in the top left, and the text "RESET PASSWORD" in the top right. The main content area contains the instruction "Please enter your email and your new password." followed by three input fields: "Email address used to register with Crowcon" (with an envelope icon), "Enter your new password" (with a key icon), and "Confirm your password" (with a key icon). An orange "Reset Your Password" button is located at the bottom of the form.

You will then receive an email acknowledging your change of password. Once you have received this you may log in to the portal using the details created at <https://live.crowcon.com> (or demoportal.crowcon.com if using the demo portal).

If the link expires after 48 hours, an error will occur when clicking the link. A new link can be requested from the error message by selecting "Ask for a new token", you may then repeat the process above.

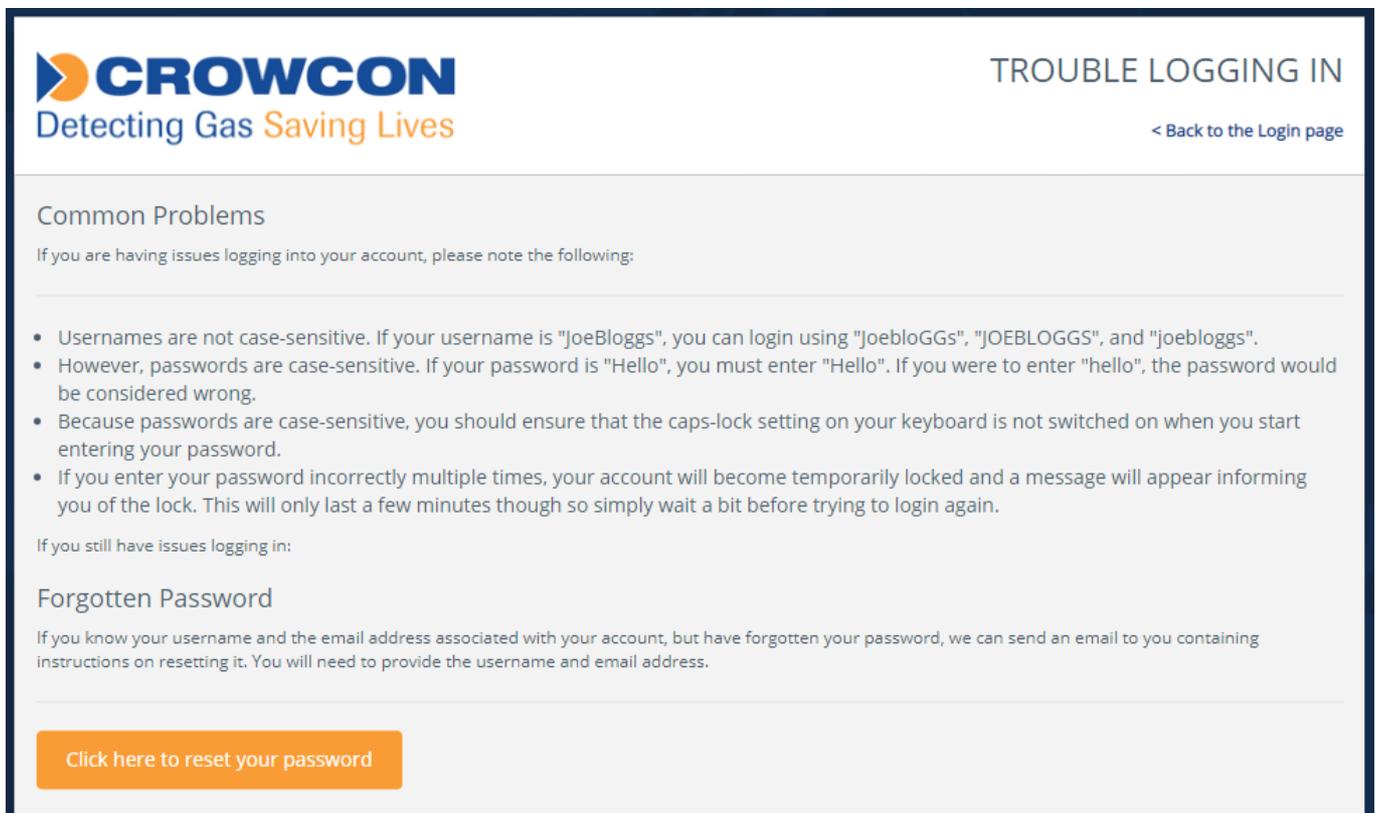
Logging In

To access the log in page, enter <https://live.crowcon.com> (or demoportal.crowcon.com if using the demo portal) URL into your web browser address bar. Supported browsers include Microsoft Edge, Google Chrome and Mozilla Firefox but we suggest using Chrome if possible. From the log in page, please enter the email address used to register for the portal and your selected password, and press “Log in to Crowcon Portal”.



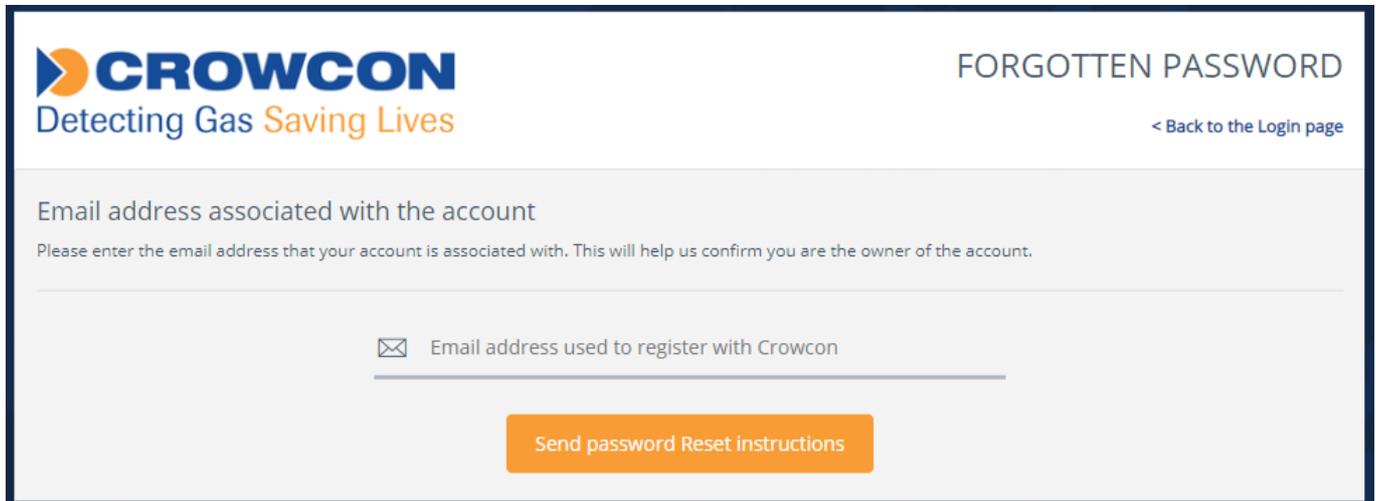
The screenshot shows the Crowcon login page. On the left, there is the Crowcon logo and a notice to users about password security. The main section is titled 'LOGIN' and contains two input fields: 'Email address used to register with Crowcon' and 'Password'. The email field has a red error message: 'The Email field is required.' Below the fields is an orange button labeled 'Log in to Crowcon portal' and a link for 'Trouble logging in?'.

If you have forgotten your password, or your login does not appear to be working, press “Trouble logging in?”. From here you can review hints to help you login, or reset your password at the bottom of the page with the “Click here to reset your password” button.



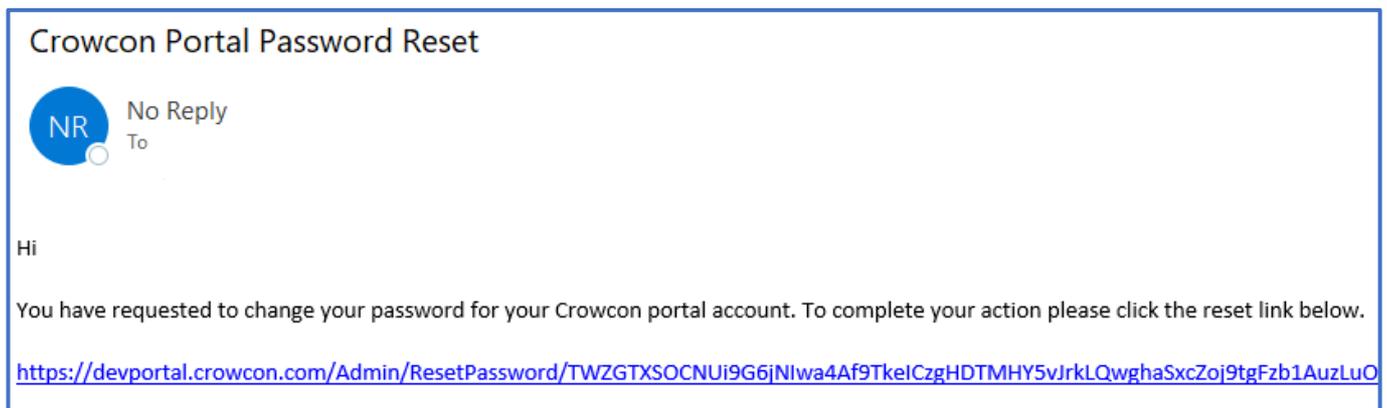
The screenshot shows the 'TROUBLE LOGGING IN' page. It features the Crowcon logo and a navigation link '< Back to the Login page'. The page is divided into sections: 'Common Problems' with a list of troubleshooting tips, and 'Forgotten Password' with a button labeled 'Click here to reset your password'.

To request a password reset, enter the email address used to register with the Crowcon portal and press “Send password reset instructions”.



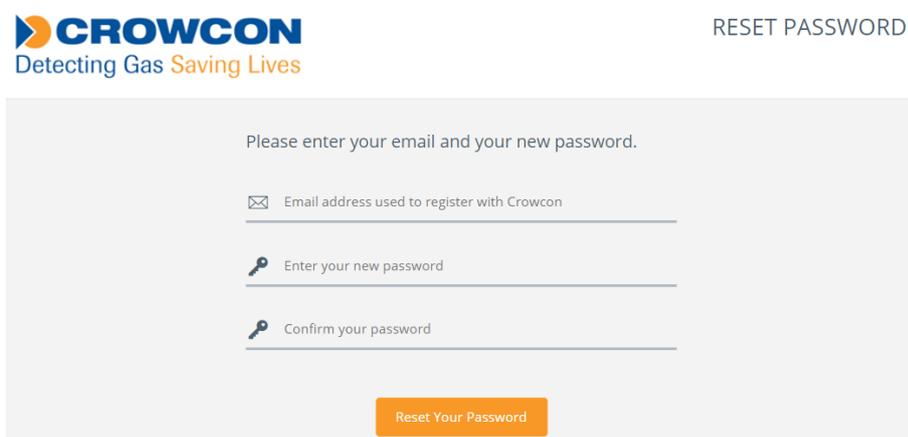
The screenshot shows the 'FORGOTTEN PASSWORD' page. At the top left is the Crowcon logo and tagline. At the top right is the title 'FORGOTTEN PASSWORD' and a link '< Back to the Login page'. Below the header is a form with the heading 'Email address associated with the account' and a sub-heading 'Please enter the email address that your account is associated with. This will help us confirm you are the owner of the account.' There is a text input field with a mail icon and the placeholder text 'Email address used to register with Crowcon'. Below the input field is an orange button labeled 'Send password Reset instructions'.

You will then receive an email to the address entered, please click the link in the email and you will be taken to the password reset page of the portal.



The screenshot shows an email titled 'Crowcon Portal Password Reset'. The sender is 'NR' with the name 'No Reply' and 'To' below it. The body of the email starts with 'Hi' and then says 'You have requested to change your password for your Crowcon portal account. To complete your action please click the reset link below.' followed by a blue hyperlink: <https://devportal.crowcon.com/Admin/ResetPassword/TWZGTXSOCNUi9G6jNIwa4Af9TkeICzgHDTMHY5vJrkLQwghaSxcZoj9tgFzb1AuzLuO>

Enter your email address and your new password, then press “Reset Your Password”. You can now return to the login page and login to the Crowcon Portal using your email address and new password.



The screenshot shows the 'RESET PASSWORD' page. At the top left is the Crowcon logo and tagline. At the top right is the title 'RESET PASSWORD'. Below the header is a form with the heading 'Please enter your email and your new password.' There are three input fields: the first has a mail icon and placeholder 'Email address used to register with Crowcon'; the second has a key icon and placeholder 'Enter your new password'; the third has a key icon and placeholder 'Confirm your password'. Below the input fields is an orange button labeled 'Reset Your Password'.

Dashboard

Dashboard Overview:

The dashboard features a top navigation bar with the user name 'Ed Clapham' and a 'Logout' link. Below this is a 'Breakdown by hierarchical structure or view all areas' section with dropdown menus for 'Division', 'Region', and 'Area', all currently set to 'All', and a 'GO' button. A left-hand 'Quick Access Menu' includes links for 'Dashboard', 'Operators', 'Devices', 'Reports', and 'Help & Support'. The main content area contains four charts: 'Device Calibration' (donut chart with segments for Overdue (275), Due in next 60 days (368), and Other (715)), 'Alarms and Faults' (bar chart showing counts from Aug-20 to Jan-21 for Alarm 1, Alarm 2, and Fault), 'Device Assignment' (pie chart for Assigned (1214) and Unassigned (144)), and 'Device Utilisation' (bar chart showing counts from Aug-20 to Jan-21). A 'Fleet Insights at a glance...' sidebar on the right provides summary statistics: Total Devices: 1367, Devices Synced: 625 (46%), Devices Not Synced: 742 (54%), Devices Switched On: 623 (46%), Devices Not Switched On: 744 (54%), and Devices With Alarm: 259 (19%). A callout box states: 'Fleet Insights give data insights for the hierarchy area selected at the top of the page and dates above.'

Upon logging into the portal, you will be directed to the dashboard. Please use the drop downs to filter the results by Region / Area, or view all results and click the 'Go' button in the top-right corner.

This close-up shows the filter section at the top of the dashboard. It includes the 'CROWCON CONNECT' logo, a 'Dashboard' icon, and three dropdown menus for 'Division', 'Region', and 'Area', each with 'All' selected. A 'GO' button is positioned to the right of the filters.

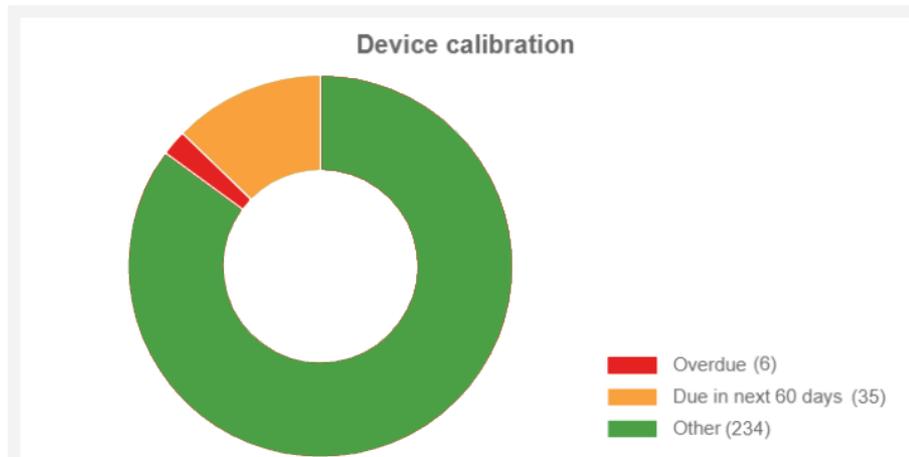
Once a hierarchy selection is made and 'Go' is clicked, asset management and safety management data is displayed on the dashboard, for a quick view of the gas detector data related to the area.

From the dashboard data, it is possible to click-through to the specific report that is generating the data for each of the graph elements which are the different coloured parts of each graph.

For the 'Alarm and faults' graph, 'Alarm 1', 'Alarm 2' and 'Faults' can be filtered or selected, to quickly display the data that is important to the user.

To the left of every page, first seen on the dashboard page, is the Quick Access Menu, which can be used to quickly access fleet management information, each of the reports and the help and support page. This menu can be compressed to the left to only show icons or expanded by clicking on the button (as shown in screenshots in this document).

Devices Calibration

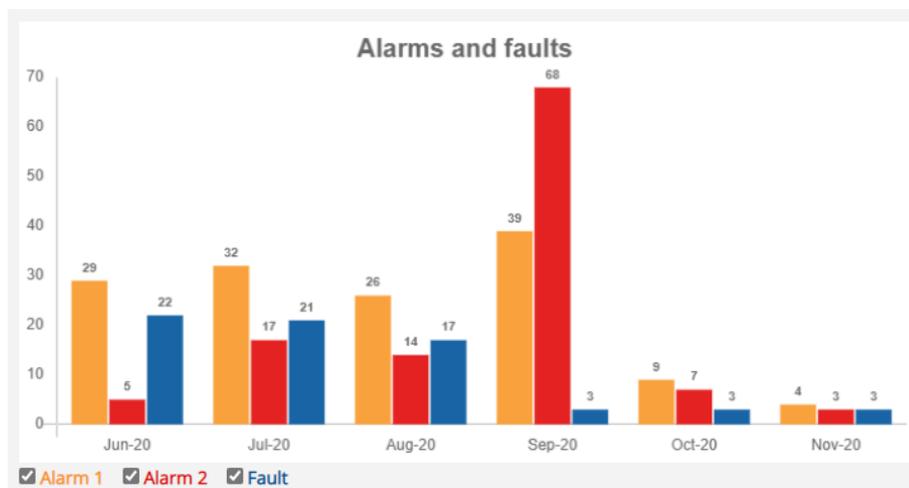


This doughnut graph shows the devices' calibration status (and quantity of each in brackets) for all devices in the selected hierarchy Division/ Region/ Area. Devices not due calibrating in the next 60 days are shown in green, devices overdue calibration are shown in red, and devices that need calibrating within the next 60 days are shown in orange.

Clicking the displayed chart element/ colour takes you through to a report showing the list of devices in that element, with further information.

See '**Calibration Due**' and '**Calibration Overdue**' section of this document for more information.

Alarms and Faults



This shows a count of Alarms and Fault events for the specific region/area selected by month. Alarms within 5 minutes of a calibration are not displayed to ensure only the events from genuine alarms are shown. This can be monitored to ensure that no new alarm or fault events have occurred without being reported. Clicking the number displayed takes you to a report showing a list of Alarm and Fault events, with further information.

The dashboard graph can be filtered to show Alarm 1, Alarm 2 and/ or Faults or a combination of each, depending on the data the user needs, by using the tick boxes at the bottom left of the graph. 'Alarm 1' is represented using orange bars, 'Alarm 2' is represented using red bars and 'Faults' are displayed in dark blue. The vertical 'Y' axis displays the number of devices and dynamically updates depending on the data in the graph, ensuring that the data is always easy to understand.

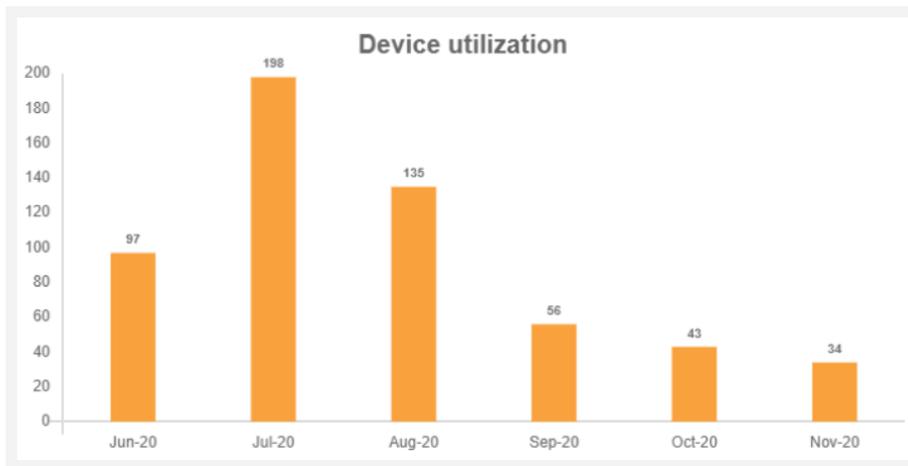
See ‘

The screenshot displays the 'Calibration Overdue' section of the Crowcon Connect interface. At the top, there are dropdown menus for 'Division' (Crowcon Sales Demo), 'Region' (All), and 'Area' (All), along with 'GO' buttons. Below these are input fields for 'Calibration Due' and 'Last Calibrated' with 'From' and 'To' date pickers. A toolbar includes 'Show 20 rows', 'Filters', 'Export', and 'Print' buttons. A search bar is located on the right. A modal window titled 'Filters Active - 0' is open, showing two columns of filter counts: 'Device Type' (Gasman: 17, GasPro: 9, Tetra3: 24, Tetra4: 21) and 'Assigned' (Assigned: 25, UnAssigned: 46). Below the modal, a table lists calibration records with columns for ID, Device Type, Location, and dates.

ID	Device Type	Location	Calibration Due	Last Calibrated	Assigned To	Calibration Date
W312766-01-005	Tetra4	UK Head Office	01/06/2020	01/01/2020	Debbie Airey-2	18/02/2020
W312766-01-006	Tetra4	UK North	01/07/2020	01/01/2010	Richard Canham-2	18/02/2020
W312766-01-007	Tetra4	UK Head Office	01/07/2020	01/01/2010	Jackie Marsh-2	18/02/2020

Alarms & Faults’ section of this document for more information.

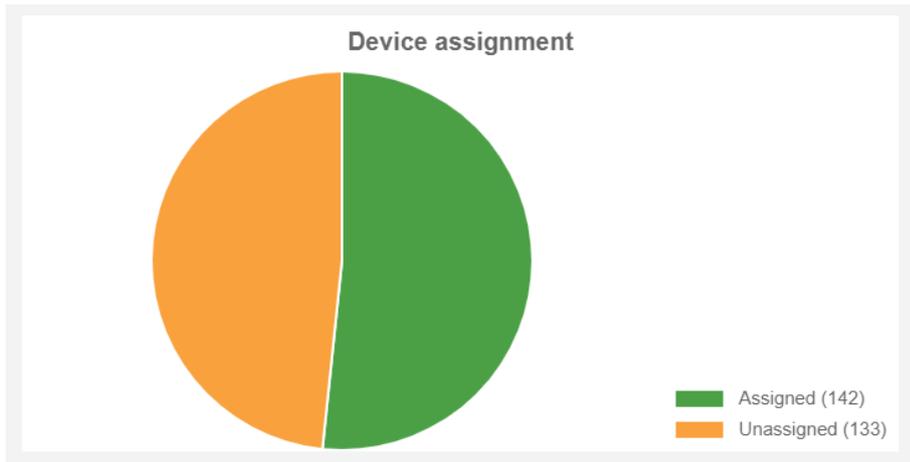
Device Utilisation



This shows a cumulative count of times devices are switched on for the specific region/area selected by month. This can be monitored to ensure that devices are being used as expected. Clicking the any month’s bar, takes you to the Device Switch On Report for that month within the selected area of the hierarchy.

See ‘**Switch On**’ section of this document.

Device Utilisation



This shows the proportion of devices that are Assigned or Unassigned to an operator, for the specific region/area selected. The segment that represents devices assigned an operator is coloured green, the other segment, representing 'Unassigned' devices is coloured orange.

See ‘

Devices Page’ section of this document for more information.

Fleet Insights

Fleet Insights at a glance..

From

To

Total Devices:	1367
Devices Synced:	625
(Since Start Date)	(46%)
Devices Not Synced:	742
	(54%)
Devices Switched On:	623
	(46%)
Devices Not Switched On:	744
	(54%)
Devices With Alarm:	259
	(19%)

This shows a selection of Fleet Insights 'at a glance', using data from the hierarchy selection at the top of the Dashboard page and dates selected at the top of this menu, with metrics such as:

- Total Devices- Total devices within the hierarchy selected
- Devices Synced- Total and % of total devices that have uploaded data to the portal (if not date is selected, date since sign-up will be defaulted)
- Devices Not Synced- Total and % of total devices not uploaded data to the portal (if not date is selected, date since sign-up will be defaulted)
- Devices Switched On: Total and % of total number of devices that have been started
- Devices Not Switched On: Total and % of total number of devices that have not been started
- Devices with Alarms: Total and % of total number of devices that have gone into alarm

Each of the metrics can be clicked which takes you directly to the relevant section of the Fleet Insights report.

See '**Fleet Insights**' section of this document for more information.

Reports

Calibration Due

Calibration Due Report Overview:

Plan future calibration events by device Region/ Area or Operator and due date.

The screenshot shows the 'Devices Due Calibration' report in the Crowcon Connect portal. The interface includes a navigation menu on the left, a header with the company logo, and a main content area with filters and a data table. Callouts highlight the following features:

- Review future calibrations over 30, 60, 90, 120, 150 or 180 days:** A dropdown menu for 'Cal due in next' days.
- Easily filter by calibration dates:** 'Last Calibrated' and 'To' date filters.
- Export as .pdf, .excel or .csv for further analysis:** An 'Export' button.
- Each column can be easily sorted using the 'sort arrows' on the right of each heading:** Sort arrows on the table headers.
- Easily filter the reports by 'Device Type' (see below):** A 'Device Type' filter dropdown.
- Free text search field means you search quickly for specific device serial numbers or operators:** A search bar on the right.
- Show 20, 30, 40 or All rows:** A 'Show 20 rows' dropdown.

Serial No.	Device Type	Area	Calibration Due Date	Last Calibrated On	Operator	Device Assigned On
W312892-00-2	Tetra3	UK Head Office	01/03/2021	01/01/2020	Neil Webster	18/02/2020

Calibration Due Report with filters open:

Devices Due Calibration

Division: Crowcon Sales Demo | Region: All | Area: All | GO

Cal due in next 60 days | Last Calibrated: From To | GO

Show 20 rows | Filters | Export | Print

Filters Active - 0

Device Type: Tetra3 (1)

Easily filter the reports by Device Type that is present in the data for the selected hierarchy 'Region' / 'Area' and 'cal due in next [] days'

Quantity of detectors per device type is listed to the right of each device type

Press 'Clear all' to clear all filters (common button across all reports)

Press 'Close' to apply selected filters (common button across all reports)

Showing 1 to 1 of 1 entries | Previous 1 Next

Calibration Overdue

Calibration Overdue Report Overview:

Calibration Overdue

Breakdown by hierarchical structure or view all areas

Division: Crowcon Sales Demo | Region: All | Area: All | GO

Calibration Due: From To | Last Calibrated: From To | GO

Show 20 rows | Filters | Export | Print

Export as .pdf, .excel or .csv

Easily filter by 'Calibration Due' or 'Last Calibrated' dates

Unit Serial No.	Device Type	Area	Calibration Due Date	Last Calibrated On	Operator	Device Assigned On
W248012-11-30	Tetra3	Crowcon Sales Demo	01/06/2020	10/01/2020		
W248012-11-31	Gasman	Crowcon Sales Demo	12/06/2020	11/01/2019		
W248012-11-32	GasPro	Crowcon Sales Demo	11/04/2020	12/11/2019		
W248012-11-33	Tetra4	R&D	01/05/2020	10/12/2019		
W256110-01-007	Tetra4	R&D	20/11/2018	24/05/2018	James Chaundy-2	18/02/2020
W268249-00-12	Tetra3	R&D	09/03/2020	01/01/2020		
W294078-01-024	Tetra4	China Sales	03/01/2020	03/01/2019	Chaochao Zhou	03/03/2020
W312766-01-003	Tetra4	Southern Europe	30/06/2020	01/01/2010	Adina Christescu-2	18/02/2020
W312766-01-004	Tetra4	Northern Europe	30/06/2020	01/01/2010	Boubaker Boulhais-2	18/02/2020
W312766-01-005	Tetra4	UK Head Office	01/06/2020	01/01/2020	Debbie Airey-2	18/02/2020
W312766-01-006	Tetra4	UK North	01/07/2020	01/01/2010	Richard Canham-2	18/02/2020
W312766-01-007	Tetra4	UK Head Office	01/07/2020			18/02/2020

Free text search field means you search quickly for specific device serial numbers or operators

Easily filter the reports by 'Device Type' or by 'Operator' (see below)

Calibration Due Date and Operator (if assigned) are easily displayed

Show 20, 30, 40 or All rows

Showing 1 to 20 of 71 entries | Previous 1 2 3 4 Next

Calibration Overdue Report with filters open:

Calibration Overdue

Division: Crowcon Sales Demo | Region: All | Area: All

Calibration Due: From [] To [] | Last Calibrated: From [] To []

Filters Active - 0

- Device Type: Gasman (17), GasPro (9), Tetra3 (24), Tetra4 (21)
- Assigned: 25 | UnAssigned: 46

Quantity of detectors per filter

Easily filter the reports by Device Type that is present in the data for the selected hierarchy 'Region' / 'Area' and 'Assigned' or 'Unassigned' devices

Press 'Close' to apply selected filters

ID	Device Type	Division	Region	Area	Last Calibrated	Operator
W312766-01-005	Tetra4	UK Head Office			01/01/2020	Debbie Airey-2
W312766-01-006	Tetra4	UK North			01/01/2020	Richard Canham-2
W312766-01-007	Tetra4	UK Head Office			01/01/2020	Jackie Marsh-2

Alarms & Faults

Alarm & Faults Report Overview:

Alarm And Faults

Breakdown by hierarchical structure or view all areas

Division: Crowcon Sales Demo | Region: All | Area: All

Event Date: From [] To []

Easily filter the reports by 'Device Type' or by operator (see below)

Export as .pdf, .excel or .csv

Easily filter by 'Event Date'

Event Time	Event Name	Event Description	Unit Serial No.	Device Type	Operator
25/06/2020 09:34:50	Fault Set	Low battery	W312967-01-014	Tetra4	Boubaker Boulhais
25/06/2020 04:19:00	Fault Set	Low battery	W312967-01-014	Tetra4	Boubaker Boulhais
13/03/2020 04:19:19	Instantaneous alarm 1	On channel 4	W312892-00-9	Tetra3	Jack Li
13/03/2020 04:19:18	Instantaneous alarm 1	On channel 3	W312892-00-9	Tetra3	Jack Li
01/04/2020 00:52:51	Fault set	Due to Lithium battery too low to operate. Fault Set	W312892-00-7	Tetra3	Jackie Marsh
01/04/2020 00:23:40	Fault set	Due to Lithium battery low warning. Fault Set	W312892-00-7	Tetra3	Jackie Marsh
25/03/2020 07:34:10	Fault set	Due to Lithium battery too low to operate. Fault Set	W312892-00-7	Tetra3	Jackie Marsh
25/03/2020 07:34:09	Fault set	Due to Lithium battery low warning. Fault Set	W312892-00-7	Tetra3	Jackie Marsh
12/03/2020 18:53:35	Fault set	Due to Lithium battery too low to operate. Fault Set	W312892-00-7	Tetra3	Jackie Marsh
12/03/2020 18:28:03	Fault set	Due to Lithium battery low warning. Fault Set	W312892-00-7	Tetra3	Jackie Marsh
05/08/2020 09:30:57	Fault set	Due to Calibration overdue. Fault Latched	W312892-00-4	Tetra3	Boubaker Boulhais
30/07/2020 08:56:47	Fault set	Due to Calibration overdue. Fault Latched	W312892-00-4	Tetra3	Boubaker Boulhais

Showing 1 to 20 of 234 entries

Show 20, 30, 40 or All rows

'Event Name', 'Event Description', 'Device Type' and 'Operator' clearly seen for quick analysis

Free text search field

Alarm and Faults Report with filters open:

Switch On

Overview:

Device Switch On Report with filters open:

Filters Active - 0

Device Type

Gasman	4
GasPro	69
Tetra3	117
Tetra4	103

Operator

Adina Christescu	14
Adina Christescu-2	23
Boubaker Boulhais	14
Boubaker Boulhais-2	12
Echo Xue	11
Echo Xue-2	4
Empty	145

Quantity of detectors per filter

Easily filter the reports by 'Device Type' or 'Operator' that is present in the data for the selected hierarchy 'Region' / 'Area'

Press 'Close' to apply selected filters

Date	Serial No.	Device Type	Operator
22/10/2020 10:59:14	472360-01-001	GasPro	Adina Christescu
21/10/2020 16:47:29	472360-01-001	GasPro	Adina Christescu
20/10/2020 17:34:05	472360-01-001	GasPro	Adina Christescu

Fleet Insights

Overview:

Breakdown by hierarchical structure or view all areas

Each separate data insight has its own tab

Easily filter by 'Event Date'

Relevant details for each tab's insight are displayed

Free text search field

Unit Serial No.	Device Type	Operator	Area	Last Calibrated	Calibration Due Date
313801-02-001	Gasman	Adina Christescu	Southern Europe	01/10/2020	01/04/2021
472360-01-001	GasPro	Adina Christescu	Southern Europe	06/10/2020	06/10/2021
490749-01-001	GasPro	Gix Lee	Singapore Sales	05/10/2020	03/04/2021
W312766-01	Tetra4	Jack Li	Singapore Sales	05/10/2020	03/04/2021
W987654-32-10	Tetra3		Crowcon Sales Demo	01/07/2020	29/07/2020
W312967-01-014	Tetra4	Boubaker Boulhais	Northern Europe	08/01/2020	06/07/2020
W315421-00-008	GasPro		UK Head Office	21/02/2020	20/08/2020
W315421-00-007	GasPro		UK Head Office	21/02/2020	20/08/2020
W315280-00-006	GasPro		UK Head Office	21/02/2020	20/08/2020
W315280-00-005	GasPro		UK Head Office	21/02/2020	20/08/2020
W315280-00-004	GasPro		UK Head Office	21/02/2020	20/08/2020
W315280-01-003	GasPro		UK Head Office	21/02/2020	20/08/2020
W315280-01-002	GasPro		UK Head Office	21/02/2020	20/08/2020

Show 20, 30, 40 or All rows

Export as .pdf, .excel or .csv

Showing 1 to 79 of 79 entries

Tab overviews:

CROWCON CONNECT

Fleet Insights

Division: Crowcon Sales Demo | Region: All | Area: All | GO

Date Range: From: | To: | GO

Total Devices: **Devices Synced** | Devices Not Synced | Devices Switched On | Devices Not Switched On | Devices with Alarm

Show 20 rows | Filters | Export | Print | Search:

Unit Serial No.	Device Type	Operator	Area	Sync Date
472360-01-001	GasPro	Adina Christescu	Southern Europe	20/10/2020
490749-01-001	GasPro	Gix Lee	Singapore Sales	05/10/2020
W987654-32-10	Tetra3		Crowcon Sales Demo	29/07/2020
W312967-01-014	Tetra4	Boubaker Boulhais	Northern Europe	24/06/2020
W254763-01-042	Tetra4		China Sales	02/03/2020
W248012-11-33	Tetra4		R&D	12/03/2020
W248012-11-32	GasPro		Crowcon Sales Demo	12/03/2020
W248012-11-31	Gasman		Crowcon Sales Demo	12/03/2020
W248012-11-30	Tetra3		Crowcon Sales Demo	12/03/2020
W256110-01-007	Tetra4	James Chaundy-2	R&D	18/02/2020
W312766-01-010	Tetra4	Echo Xue-2	China Sales	28/02/2020
W312766-01-011	Tetra4	lin Xu-2	China Sales	02/03/2020

CROWCON CONNECT

Fleet Insights

Division: Crowcon Sales Demo | Region: All | Area: All | GO

Date Range: From: | To: | GO

Total Devices: Devices Synced | **Devices Not Synced** | Devices Switched On | Devices Not Switched On | Devices with Alarm

Show 20 rows | Filters | Export | Print | Search:

Unit Serial No.	Device Type	Operator	Area	Calibration Due Date
213801-02-001	Gasman	Adina Christescu	Southern Europe	01/04/2021
W312766-01	Tetra4	Jack Li	Singapore Sales	03/04/2021
W915421-00-008	GasPro		UK Head Office	20/08/2020
W315421-00-007	GasPro		UK Head Office	20/08/2020
W315280-00-006	GasPro		UK Head Office	20/08/2020
W315280-00-005	GasPro		UK Head Office	20/08/2020
W315280-00-004	GasPro		UK Head Office	20/08/2020
W315280-01-003	GasPro		UK Head Office	20/08/2020
W315280-01-002	GasPro		UK Head Office	20/08/2020
W315280-01-001	GasPro		UK Head Office	20/08/2020
W315421-00-40	Tetra4		UK Head Office	24/08/2020
W314471-00-38	Tetra4		UK Head Office	24/08/2020

CROWCON CONNECT

Fleet Insights

Division: Crowcon Sales Demo | Region: All | Area: All | GO

Date Range: From: | To: | GO

Total Devices | Devices Synced | **Devices Not Synced** | Devices Switched On | Devices Not Switched On | Devices with Alarm

Show 20 rows | Filters | Export | Print | Search:

Unit Serial No.	Device Type	Operator	Area	Calibration Due Date
213801-02-001	Gasman	Adina Christescu	Southern Europe	01/04/2021
W312766-01	Tetra4	Jack Li	Singapore Sales	03/04/2021
W315421-00-008	GasPro		UK Head Office	20/08/2020
W315421-00-007	GasPro		UK Head Office	20/08/2020
W315280-00-006	GasPro		UK Head Office	20/08/2020
W315280-00-005	GasPro		UK Head Office	20/08/2020
W315280-00-004	GasPro		UK Head Office	20/08/2020
W315280-01-003	GasPro		UK Head Office	20/08/2020
W315280-01-002	GasPro		UK Head Office	20/08/2020
W315280-01-001	GasPro		UK Head Office	20/08/2020
W315421-00-40	Tetra4		UK Head Office	24/08/2020
W315421-00-38	Tetra4		UK Head Office	24/08/2020

CROWCON CONNECT

Fleet Insights

Division: Crowcon Sales Demo | Region: All | Area: All | GO

Date Range: From: | To: | GO

Total Devices | Devices Synced | Devices Not Synced | **Devices Switched On** | Devices Not Switched On | Devices with Alarm

Show 20 rows | Filters | Export | Print | Search:

Unit Serial No.	Device Type	Operator	Event Date
W312967-01-014	Tetra4	Boubaker Boulhais	25/06/2020 09:34:48
W312892-00-9	Tetra3	Jack Li	08/06/2020 04:33:38
W312892-00-7	Tetra3	Jackie Marsh	01/04/2020 08:07:52
W312892-00-6	Tetra3	Richard Canham	24/02/2020 10:25:52
W312892-00-4	Tetra3	Boubaker Boulhais	05/08/2020 09:30:38
W312892-00-3	Tetra3	Adina Christescu	24/02/2020 15:15:12
W312892-00-2	Tetra3	Neil Webster	01/09/2020 12:19:06
W312892-00-10	Tetra3	Echo Xue	04/06/2020 05:23:39
W312766-01-011	Tetra4	Jin Xu-2	08/04/2020 12:20:19
W312766-01-010	Tetra4	Echo Xue-2	28/02/2020 10:03:52
W312766-01-009	Tetra4	Jack Li-2	05/10/2020 11:21:15
W312766-01-007	Tetra4	Jackie Marsh-2	01/04/2020 08:41:42

CROWCON CONNECT

Fleet Insights

Division: Crowcon Sales Demo | Region: All | Area: All | GO

Date Range: From: | To: | GO

Total Devices | Devices Synced | Devices Not Synced | Devices Switched On | **Devices Not Switched On** | Devices with Alarm

Show 20 rows | Filters | Export | Print | Search:

Unit Serial No.	Device Type	Operator	Area	Last Calibrated	Calibration Due Date
213801-02-001	Gasman	Adina Christescu	Southern Europe	01/10/2020	01/04/2021
W312766-01	Tetra4	Jack Li	Singapore Sales	05/10/2020	03/04/2021
W987654-32-10	Tetra3		Crowcon Sales Demo	01/07/2020	29/07/2020
W315421-00-008	GasPro		UK Head Office	21/02/2020	20/08/2020
W315421-00-007	GasPro		UK Head Office	21/02/2020	20/08/2020
W315280-00-006	GasPro		UK Head Office	21/02/2020	20/08/2020
W315280-00-005	GasPro		UK Head Office	21/02/2020	20/08/2020
W315280-00-004	GasPro		UK Head Office	21/02/2020	20/08/2020
W315280-01-003	GasPro		UK Head Office	21/02/2020	20/08/2020
W315280-01-002	GasPro		UK Head Office	21/02/2020	20/08/2020
W315280-01-001	GasPro		UK Head Office	21/02/2020	20/08/2020
W315421-00-40	Tetra4		UK Head Office	25/02/2020	24/08/2020

Unit Serial No.	Device Type	Alarm Type	Operator	Event Date
W312892-00-9	Tetra3	Alarm 1	Jack Li	13/03/2020 04:19:19
W312892-00-10	Tetra3	Alarm 2	Echo Xue	04/06/2020 05:49:02
W312766-01-011	Tetra4	Alarm 1	Jin Xu-2	03/03/2020 10:17:18
W312766-01-007	Tetra4	Alarm 2		03/01/2020 09:02:39
W312766-01-006	Tetra4	Alarm 2		01/01/1970 01:04:26
W312766-01-004	Tetra4	Alarm 2	Boubaker Boulhais-2	24/06/2020 08:06:47
W248012-11-32	GasPro	Alarm 1		11/02/2020 16:25:06
490749-01-001	GasPro	Alarm 2		15/08/2016 08:39:23
472360-01-001	GasPro	Alarm 1	Adina Christescu	13/11/2020 15:39:20

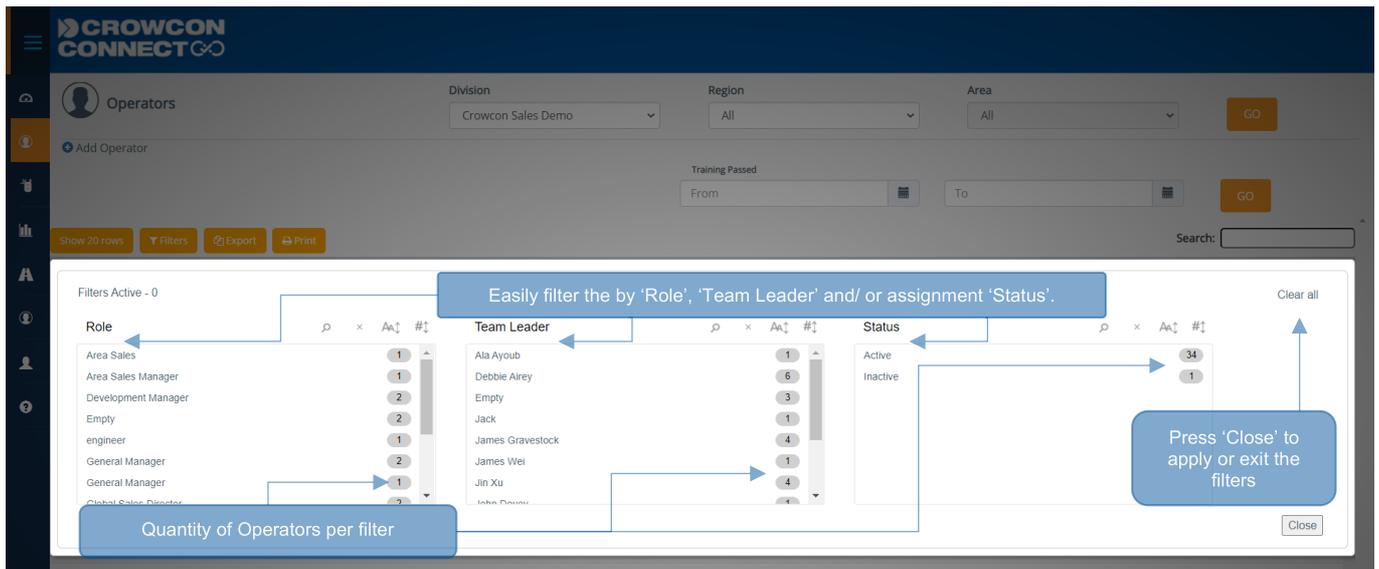
Operators Page

Overview

Name	Email	Role	Team Leader	Area	Training Passed	Action
CL Chen	chiangloon.chen@crowcon.com	Area Sales	Jack	Singapore Sales	05/10/2020	[View] [Edit] [Deactivate]
Gix Lee	gix.lee@crowcon.com	Area Sales Manager		Singapore Sales		[View] [Edit] [Deactivate]
Louise Laing	louise.laing@crowcon.com			US Sales		[View] [Edit] [Deactivate]
Zied Gnouma	sales@aztechnology.tn	General Manager	NA	Northern Europe	24/06/2020	[View] [Edit] [Deactivate]
Adam Jones	adam.jones@madeup.com	engineer	John Dovey	US Sales		[View] [Edit] [Deactivate]
Chaochao Zhou	chaochao.zhou@crowcon.com	W&R	James Wei	China Sales		[View] [Edit] [Deactivate]
Kate Li	saleschina@crowcon.com			China Sales		[View] [Edit] [Deactivate]
James Chaundy-2	james.chaundy-2@crowcon.com	Project manager	Stephen Hand	R&D		[View] [Edit] [Deactivate]
James Chaundy	james.chaundy@crowcon.com	Project manager	Stephen Hand	R&D		[View] [Edit] [Deactivate]
Dominic Feeney-2	dominic.feeney-2@crowcon.com	Product manager	Louise early	Marketing		[View] [Edit] [Deactivate]
Dominic Feeney	dominic.feeney@crowcon.com	Product manager	Louise early	Marketing		[View] [Edit] [Deactivate]
Echo Xue-2	echo.xue-2@crowcon.com	Development Manager	Jin Xu	China Sales		[View] [Edit] [Deactivate]

Operators page allows you to manage Gas Detector Device Operators within your Division / Region / Area of the Organisation. From this page you can add a new operator, view list of all operators (including or excluding deactivated operators (shown in red rows)), view and edit operator information and deactivate an operator.

Operators Page with filters open:



Add Operator

To add a new operator to the portal, select the “Add Operator” button, then complete the form with the operator details. All fields marked with an asterisk are mandatory, the remaining fields are optional.

Add Operator

First Name *

Last Name *

Email *

Area * Alentejo-Beja

Operator Id

Job Title

Team leader

SSE

Comment

Once the form has been completed, press “Create”. You can now return to the list of operators and the newly added operator should appear.

Viewing the list of Operators shows you their names, email address (or unique identifier), the Area they are assigned to on the portal as well the optional fields of their job title and team leader name, if they have been completed.

From the action column, you can take actions for each operator.



View and Edit Operator Details

To view operator information, click the  icon.

Details

Operator

Info
Changes

Name	Joe Bloggs
Email	1235678
Area	Alentejo-Beja
OperatorId	
Job Title	Project Manager
TeamLeader	Jane Doe
SSE	
Comments	Review Gas Detector Assignment
Status	Active

[Edit](#) | [Back to List](#)

This shows you all information held about an Operator, including their name, Email / Unique ID, Area assigned, Other ID (Optional), Job Title (Optional), Team Leader (Optional), any comments saved for the Operator and Status of the Operator (Active or Deactivated). You can view changes made to an Operator by clicking the “Changes” button and then switch between “Info” and the Changes page.

To edit the operator’s information you can select “Edit” Operator Details page, or click the  icon from the list.

Edit

Operator

First Name *	<input type="text" value="Joe"/>
Last Name *	<input type="text" value="Bloggs"/>
Email	<input type="text" value="1235678"/>
Area	<input type="text" value="Alentejo-Beja"/>
Operator Id	<input type="text"/>
Job Title	<input type="text" value="Project Manager"/>
Team leader	<input type="text" value="Jane Doe"/>
SSE	<input type="text"/>
Comment	<input type="text" value="Review Gas Detector Assignment"/>
Status	<input type="text" value="Active"/>

From this page you can edit any of the Operators information listed above, except for the Email / Unique ID, this cannot be changed on the portal, if you need to change the Operators Email / Unique ID, please contact Crowcon Support. To save any changes made, press “Save”.

Deactivate Operator

To deactivate an operator, you can change the status to “Deactivated” from the edit page or click the  icon from the list view.

Deactivate

Are you sure you want to deactivate this?

Operator

Name	Joe Bloggs
Role	Project Manager
Email	1235678
Status	Active

|

Before the deactivation is performed, you will be prompted to confirm the deactivation. To continue and deactivate the Operator press “Deactivate”, or to leave the Operator as Active press “Cancel”.

To view all device event logs associated to an operator, click the  button and the following screen will appear.

CROWCON CONNECT

Event Log By Operator

[Back to Operator](#)

Operator
Ed Clapham
Job Title: Product Manager
E-mail: edward.clapham@crowcon.com
Team Leader: Louise Early
Area: Managers

Training Passed On
08/06/2020

Current Devices

W185427-01-003	GasPro
482221-01-001	Gasman
W246473-01-031	Tetra4

Event Date: From To GO

Show 20 rows | Export | Print

Search:

Event Time	Event Name	Event Description	Device Serial No.	Device Type
03/12/2020 11:47:07	Auto Zero	AutoZero not confirmed Gas level at the time of Auto Zero: -1.1265029E-06	482221-01-001	Gasman
03/12/2020 11:46:56	Charger	On Charge	482221-01-001	Gasman
03/12/2020 11:46:31	Startup		482221-01-001	Gasman
03/12/2020 11:46:31	Battery Log	Battery Level Good; Displayed Level: 3. Battery voltage: 3.80	482221-01-001	Gasman
03/12/2020 11:46:21	Shutdown	Due to Button Total time instrument in operation: 00:01:50	482221-01-001	Gasman
03/12/2020 11:46:21	Battery Log	Battery Level Good; Displayed Level: 3. Battery voltage: 3.78	482221-01-001	Gasman
03/12/2020 11:45:39	Zero Result	Zero Result: Ok.Ambient gas level: 0	482221-01-001	Gasman
03/12/2020 11:45:39	Auto Zero	Confirmed AutoZero Gas level at the time of Auto Zero: 0.019909676	482221-01-001	Gasman
03/12/2020 11:45:36	Auto Zero	AutoZero from menu Gas level at the time of Auto Zero: 0.019909676	482221-01-001	Gasman
03/12/2020 11:45:03	Zero Result	Zero Result: Ok.Ambient gas level: 0	482221-01-001	Gasman

Devices Page

Overview

CROWCON CONNECT

Breakdown by hierarchical structure or view all areas

Division: Crowcon Sales Demo | Region: All | Area: All GO

Free text search field

Last Calibrated: From To | Calibration Due: From To GO

Add new devices (single or in bulk) | Easily filter by 'Calibration Due' Date

Show 20 rows | Filters | Export | Print

Unit Serial No.	Device Type	Operator	Assigned On	Area	Note	Last Calibrated	Calibration Due Date	Action
213801-02-001	Gasman	Adina Christescu	20/10/2020 15:54:43	Southern Europe		01/10/2020	01/04/2021	Edit Return Assign
472360-01-001	GasPro	Adina Christescu	20/10/2020 15:54:04	Southern Europe		06/10/2020	06/10/2021	Edit Return Assign
490749-01-001	GasPro	Gix Lee	05/10/2020 10:51:06	Singapore Sales	Demo Gaspro TK	05/10/2020	03/04/2021	Edit Return Assign
W312766-01	Tetra4	Jack Li	05/10/2020 10:21:35	Singapore Sales	Demo Set	05/10/2020	03/04/2021	Edit Return Assign
W987654-32-10	Tetra3			Crowcon Sales Demo	This is a dummy device	01/07/2020	29/07/2020	Edit Return Assign
W312967-01-014	Tetra4	Boubaker Boulhals	02/09/2020 11:18:07	Northern Europe	Added from my existing fleet on 24th June 2020, cell O2 replaced on 12 June 2020, prochain replacement 2022	08/01/2020	06/07/2020	Edit Return Assign

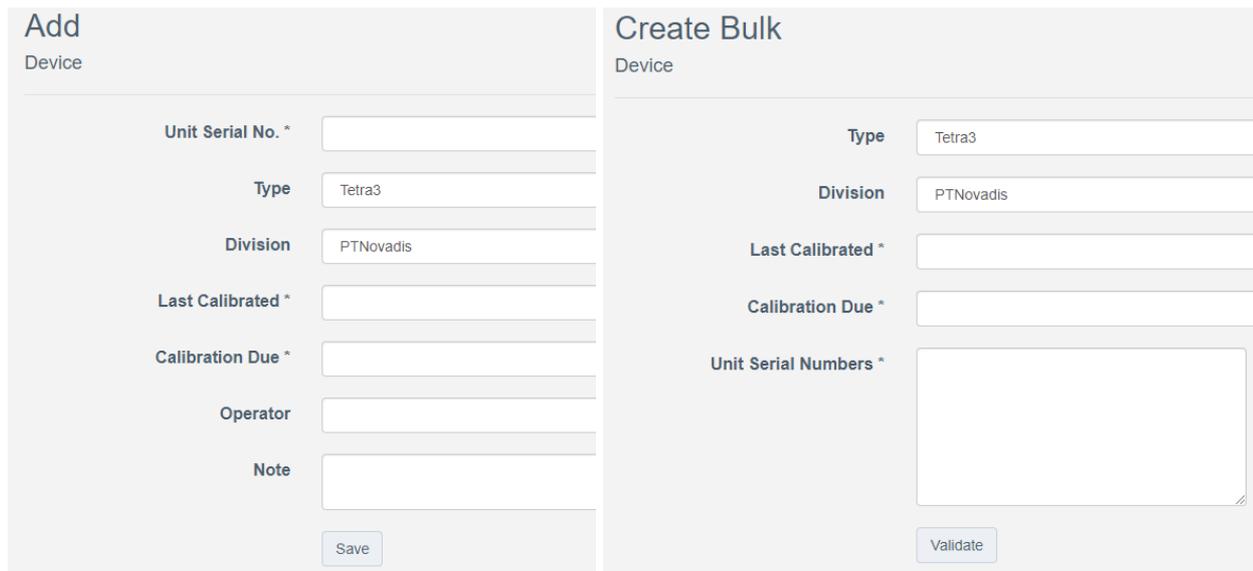
Click any Unit's Serial Number for more device detail | Every column can be sorted using the arrows to the right of each header | View 'Event Logs' by device | 'Edit', 'Deactivate' or 'Assign'/'Return' each device

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Devices page allows you to manage the Gas Detector Devices, within your Division / Region / Area of the Organisation. From this page you can add a new device, view list of all devices (including or excluding deactivated devices), view and edit device information and deactivate a device.

Add Device(s)

To add a new device, or new devices, to the portal, select the “Add Device” button to add a single device or the “Add Bulk Devices” to add multiple devices, then complete the form with the device details. All fields marked with an asterisk are mandatory, the remaining fields are optional.



The image shows two side-by-side form panels. The left panel is titled 'Add Device' and contains the following fields: 'Unit Serial No. *' (text input), 'Type' (dropdown menu with 'Tetra3' selected), 'Division' (dropdown menu with 'PTNovadis' selected), 'Last Calibrated *' (text input), 'Calibration Due *' (text input), 'Operator' (text input), and 'Note' (text area). A 'Save' button is at the bottom. The right panel is titled 'Create Bulk Device' and contains: 'Type' (dropdown menu with 'Tetra3' selected), 'Division' (dropdown menu with 'PTNovadis' selected), 'Last Calibrated *' (text input), 'Calibration Due *' (text input), and 'Unit Serial Numbers *' (a large text area for multiple serial numbers). A 'Validate' button is at the bottom.

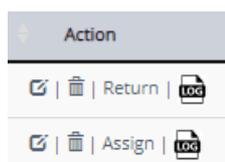
Once the relevant form has been completed, press “Save” or “Validate”. You can now return to the list of devices and the newly added device(s) should appear.

When you save a new single device, or validate bulk list of serial numbers, the system will check that the serial numbers meet the rules of valid Crowcon Gas Detector Serial numbers. The Serial Number rules are as follows;

- 10-15 Characters in length (depending on device type).
- Allowed Characters: Numbers (0-9), “W” and “-“.
- All “/” or “\” characters must be replaced with “-“.

Viewing the list of Devices shows the serial number, device type, assigned operator, area of organisation assigned to as well as both the last calibration date and calibration due date, it also shows any notes placed against the device. Deactivated devices will be highlighted in red.

From the action column, you can take actions for each device.



The image shows a dropdown menu titled 'Action'. The first row contains icons for edit, delete, 'Return', and 'LOG'. The second row contains icons for edit, delete, 'Assign', and 'LOG'.

View and Edit Devices

To edit device information, click the  icon.

Edit
Device

Unit Serial No.

Type

Operator

Note

Last Calibrated *

Calibration Due *

[Back to List](#)

From this page you can edit the Device information listed above, except for the Serial Number / Device Type which cannot be changed on the portal, if you need to change the Serial Number / Device Type, please contact Crowcon Support, or the Operator Assignment, which must be done from the main Devices page. You can edit "Note" field or Override Calibration Dates. To save any changes made, press "Save".

Deactivate Device(s)

To deactivate a device, click the  icon from the list view. Please note this cannot be reversed, please make sure a device has been scrapped by Crowcon or officially written off before deactivating it.

Deactivate

Are you sure you want to deactivate this?

Device

Unit Serial No. : W307789-53
 Device Type : GasPro
 Engineer :
 Note :

[Deactivate](#) | [Back to List](#)

Before the deactivation is performed, you will be prompted to confirm the deactivation. To continue and deactivate the Device press "Deactivate", or to leave the Device as Active press "Back to list".

View Device Event Logs

To view the log history of a device, click the  icon from the list view. This gives a view of the current "status" of the device, as well as an entire log history of the device.

Event Log By Device ← Back to Device

Device Type
Tetra4

Serial Number
W246473-01-031

Calibration Due
30/11/2021

Current Operator
Ed Clapham

E-mail
edward.clapham@crowcon.com

Team Leader
Louise Eary

Area
Managers

Event Date
From To GO

Show 20 rows
Export
Print
Search:

Event Time	Event Name	Event Description	Operator
03/12/2020 11:36:11	Peaks cleared		Ed Clapham

From this page, you can also export the log history data.

Show 20 rows
Export
Print
Search:

Event Time	Event Name	Event Description	Operator
03/12/2020 11:36:11	Peaks cleared		Ed Clapham

To export the log history, click the “Export” button above the log data. To view the log online simply scroll through the events listed in date and time order on the page. The number of event data rows displayed can be selected from 20, 30, 40 or ‘All’ from the ‘Show 20 rows’ button to the left of the ‘Export’ button.

More Device Details

From the main ‘Devices’ area, more device detail can be viewed by clicking on the Unit Serial Number of interest (blue text in the 1st column).

Show all rows
Filters
Export
Print

Unit Serial No.	Device Type
213801-02-001	Gasman
472360-01-001	GasPro
490749-01-001	GasPro
W246473-01-031	Tetra4

Clicking the Unit Serial Number will display a screen similar to the one below.

History < Back to Devices

Device Type: Tetra4
Serial Number: W246473-01-031

Calibration Due: 30/11/2021

Device Configuration: Channel, Gas, Alarm Level 1, Alarm Level 2

Current Operator: Ed Clapham
E-mail: edward.clapham@crowcon.com
Team Leader: Louise Early
Area: Managers

Event Date: From [] To [] GO

Event Log | Gas Log | Calibration History | Upload History | Operator Association History

Show 20 rows | Export | Print

Search: []

Event Time	Event Name	Event Description	Operator
03/12/2020 11:36:11	Peaks cleared		Ed Clapham
03/12/2020 11:36:11	TWAs cleared		Ed Clapham
03/12/2020 11:36:11	Resume shift	Resume shift cleared	Ed Clapham
03/12/2020 11:36:06	Device powered up		Ed Clapham
03/12/2020 11:36:06	Username	User name: User	Ed Clapham
03/12/2020 11:35:08	Instrument Time changed		Ed Clapham
01/12/2020 15:27:05	Device shutdown		Ed Clapham
01/12/2020 15:27:01	Configuration has been changed	New CRC: 83Old CRC: 45	Ed Clapham
01/12/2020 15:26:51	Auto Zero Action	Auto-zero performed by confirmation	Ed Clapham
01/12/2020 15:26:02	Peaks cleared		Ed Clapham
01/12/2020 15:26:02	TWAs cleared		Ed Clapham
01/12/2020 15:26:02	Resume shift	Resume shift cleared	Ed Clapham

Original event logs are displayed in one area and can only be filtered by Event Dates (from and to), and the data can be also be exported by clicking the 'Export' button. Further analysis of Gas Logs, Calibration History, Upload History and Operator Assignment History can be viewed, using the tabs which are above the logs, shown below.

Event Log | Gas Log | Calibration History | Upload History | Operator Association History

An idea of what each tab's information looks like is displayed below, with separate images per tab information.

History < Back to Devices

Device Type: Tetra4
Serial Number: W246473-01-031

Calibration Due: 30/11/2021

Device Configuration: Channel, Gas, Alarm Level 1, Alarm Level 2

Current Operator: Ed Clapham
E-mail: edward.clapham@crowcon.com
Team Leader: Louise Early
Area: Managers

Event Date: From [] To [] GO

Event Log | Gas Log | Calibration History | Upload History | Operator Association History

Show 20 rows | Export | Print

Search: []

Log Time	Channel 1 Reading	Channel 2 Reading	Channel 3 Reading	Channel 4 Reading	Channel 5 Reading	Operator
No data available in table						

Gas Logs will be uploaded when using XXXXX version of the PC data extractor software. This will auto populate the gas log data here. To remind you, gas logs are different to event log data since this is the sensor reading data that is automatically recorded by the device, not just when a fault or alarm is registered.

CROWCON CONNECT

History < Back to Devices

Device Type: Tetra4
Serial Number: W246473-01-031

Calibration Due: 30/11/2021

Device Configuration: Channel, Gas, Alarm Level 1, Alarm Level 2

Current Operator: Ed Clapham
E-mail: edward.clapham@crowcon.com
Team Leader: Louise Early
Area: Managers

Event Date: From [] To [] GO

Event Log Gas Log **Calibration History** Upload History Operator Association History

Show 20 rows Export Print Search: []

Last Calibrated	Operator	Device Assigned	Device Returned
30/11/2020	Ed Clapham	29/06/2020 11:36:45	03/07/2020 11:51:53
11/06/2019			
11/06/2019			

Calibration History data is shown in this tab, which outline the date and time the device was last calibrated and who the device was assigned to and when. If an operator wasn't assigned to the device at time of calibration, that field will be blank.

CROWCON CONNECT

History < Back to Devices

Device Type: Tetra4
Serial Number: W246473-01-031

Calibration Due: 30/11/2021

Device Configuration: Channel, Gas, Alarm Level 1, Alarm Level 2

Current Operator: Ed Clapham
E-mail: edward.clapham@crowcon.com
Team Leader: Louise Early
Area: Managers

Event Date: From [] To [] GO

Event Log Gas Log Calibration History **Upload History** Operator Association History

Show 20 rows Export Print Search: []

Event Logs Uploaded On	Event Logs Count	Alarm and Faults Count	Operator
03/12/2020 11:35:50	90	9	Ed Clapham
13/10/2020 16:19:16	9	2	Ed Clapham
13/10/2020 12:55:47	5	1	Ed Clapham
13/10/2020 12:52:58	4	0	Ed Clapham
13/10/2020 12:51:27	2	0	Ed Clapham
13/10/2020 12:47:44	6	1	Ed Clapham
08/09/2020 09:35:10	27	1	Ed Clapham
29/06/2020 11:42:13	1	0	Ed Clapham
29/06/2020 11:39:59	1	0	Ed Clapham
29/06/2020 11:36:51	628	135	Ed Clapham

Upload History data shows when (date and time) the device data was uploaded to the portal, how many event logs and Alarm and Faults were uploaded and assigned operator (if there is one).

The screenshot shows the 'History' page for a device. At the top, it displays 'Device Type: Tetra4' and 'Serial Number: W246473-01-031'. A 'Calibration Due' date of 30/11/2021 is shown. The 'Current Operator' is Ed Clapham, with contact details: E-mail: edward.clapham@crowcon.com, Team Leader: Louise Early, and Area: Managers. Below this, there are filters for 'Event Date' (From and To) and a 'GO' button. A navigation bar includes 'Event Log', 'Gas Log', 'Calibration History', 'Upload History', and 'Operator Association History' (which is selected). Below the navigation bar are buttons for 'Show 20 rows', 'Export', and 'Print'. A search bar is also present. The main content is a table with the following data:

Operator	Device Assigned	Device Returned
Ed Clapham	22/10/2020 13:07:16	
Ed Clapham	03/07/2020 11:52:18	22/10/2020 13:06:34
Ed Clapham	29/06/2020 11:36:45	03/07/2020 11:51:53

Operator Association History shows the log of who was assigned to the device when and when the device was returned. This makes it easy to understand who was operating the device when and if there are any gaps in being assigned.

User Password Management / Edit Profile

Profile Page Overview:

The screenshot shows the 'Edit Profile' page. It prompts the user to 'Please enter your new password.' Below this, there are three input fields: an email field containing 'edward.clapham@crowcon.com', a password field labeled 'Enter your new password', and a confirmation field labeled 'Confirm your password'. At the bottom, there are two buttons: 'Back to Profiles' and 'Submit'.

The Profile page allows you to actively manage your password. To change your password, ensure your email is displayed in the email box and then type your desired new password in the “Enter your new password” box. Confirm the password by repeating in the “Confirm your password” box. When you have completed both fields, press “Submit” to confirm the updated password.

Passwords must meet the following criteria;

- Be at least 8 characters long/
- Contain at least;
 - one lowercase character
 - one uppercase character
 - one number
 - one special character

Frequently Asked Questions

1. What are the division, region and area fields?

Division, Region and Area are the pre-determined names for Organization Hierarchy on the Crowcon Portal.

A “Division” is the highest level in organization hierarchy, devices created initially belong at this level. Region is the 2nd highest level of hierarchy while area is the lowest hierarchical level.

2. How do I add a device?

See **Devices Page** section of this document.

3. How do I add an operator?

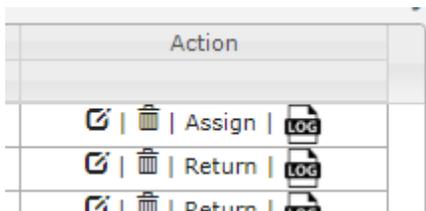
See **Operators Page** section of this document.

4. Can an operator log-in to the portal?

No, an Operator can only be assigned a device. For a Device Operator to be able to access to the portal they will need to be setup by Crowcon as a portal ‘User’ as well as an ‘Operator’. This will require a portal license.

5. How do I assign a device to an operator?

To assign a device to an operator, go to Devices page and search for the device you want to assign, and press the “Assign” button, See Below. Please note if the Device is already assigned to another Operator, it will first need to be ‘Returned’ (see Q6).



In the operator field, begin typing the operators name you wish to assign the device to. When the operator name appears, select their name.

Assign

Device

Unit Serial No.

Type

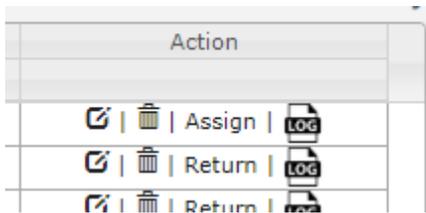
Operator *

Note

To confirm the assignment, Press the “Assign” button.

6. How do I return a device from an operator?

Go to Devices page, search for the device you want to return, and then click on the “Return” button.



Confirm the device return from the operator listed, by clicking on the “Return” button.

Return

Device

Unit Serial No.

Type

EngineerName

Note

The device is now unassigned.

7. How is the Operator-Device assignment controlled as it changes over time?

The portal saves the date and time of all Device-Operator assignment and return records, creating an entire history of the device assignment. When Devices are Synced using the DataExtract PC or Mobile Apps, the specific time stamp of each event is used to assign that particular event to the operator who was assigned the device at that time.

This means that devices do not need to be Synced every time the operator is changed, although it is therefore important that the assigned Operator information must always be kept up to date on the Web Portal.

8. Can you record the device-operator assignment in the past or future?

No, the device-operator assignment changes take place only when performed on the portal.

9. I am trying to add a new device and it says the serial number is invalid, what should I do?

Confirm that the device serial number entered follows the rules outlined ‘**Devices Page**’ section of this document.

10. I am trying to add a Device and it says the ‘device already exists’, but I can’t locate the device on the Portal, what should I do?

It is possible that the device has already been added to the portal, but has been deactivated. When locating the device please ensure the checkbox for “Active Devices Only” is not selected. It is also possible that the Device Serial Number has been used in another division/area of the portal which you do not have access to, in this case escalate to your manager or contact Crowcon support with details.

11. I am trying to add an operator and it says the ‘operator already exists’, but I can’t locate the operator on the Portal, what should I do?

It is possible that the operator has already been added to the portal, but has been deactivated. When locating the operator please ensure the checkbox for “Active Operators Only” is not selected.

It is also possible that the Operator email has been used in another division/area of the portal, which you do not have access to, in this case escalate to your manager or contact Crowcon support with details.

12. I am trying to assign a device to an operator, but the operator input list does not show the operator entered.

First, check that the Operator is active in the Portal, see ‘**Operators Page**’ section of this document.

Devices are added at ‘Division’ level of the hierarchy, while operators are added at ‘Area’ level. It may occur that the area which the operator belongs to doesn’t come under the same division which the device has been added, in this case the operator’s name won’t appear in the list, please check the Area the Operator is assigned to is within the same Division.

If the problem persists, please contact Crowcon Technical Support.

13. How do I change my password?

See ‘**User Password Management**’ section of this document.

14. It shows me a warning ‘Your password is about to expire’, what should I do?

Passwords will last for 90 days, when this message shows it means your 90 days has expired and you must reset your password. See ‘**User Password Management**’ section of this document.

15. Can a device/user/operator be reactivated?

At present, a device cannot be reactivated once it has been deactivated. Therefore, please make sure a device has been completely scrapped, before Archiving the record on the Portal.

A user/operator can be reactivated by going to the Operator Page, selecting the record > Edit > Status and then selecting ‘Active’ from the drop-down list.

16. I found a bug, where do I report it?

A bug should be reported to the Crowcon Technical Support team, via existing communication channels.

Connect PC App (Formally, 'Data Extractor')

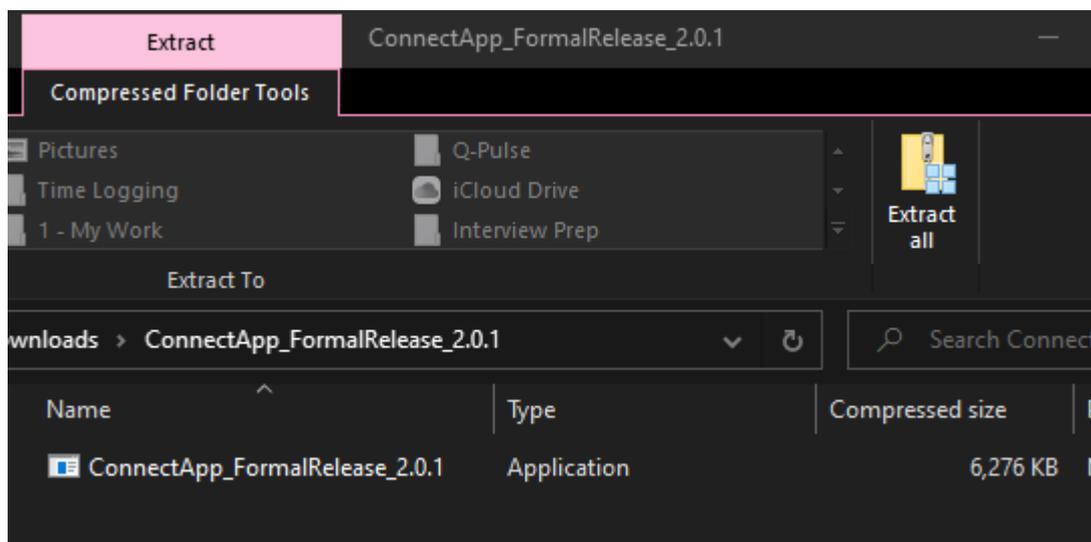
User Guide

Installing the App

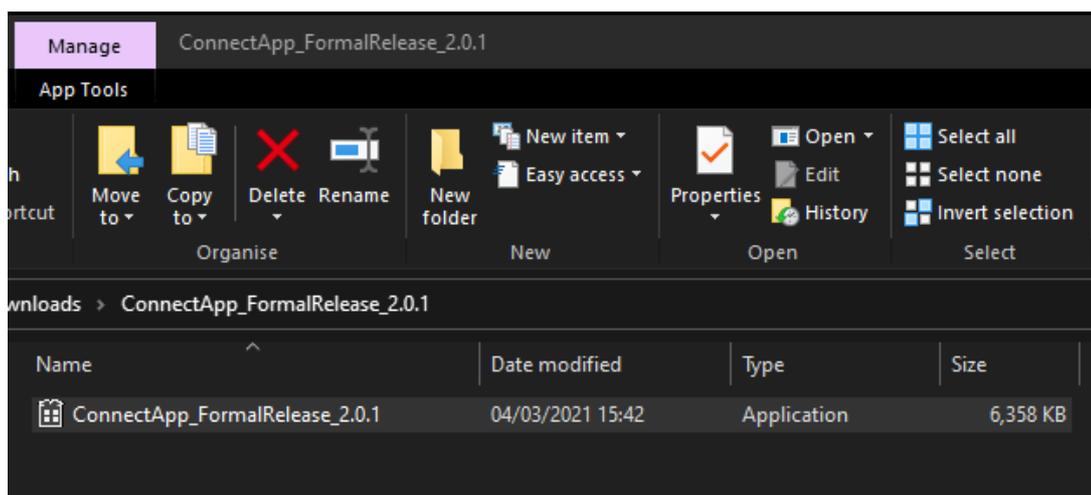
Download the Application file from a trusted file source (this may have been shared in your Crowcon Connect welcome email), or directly from the Crowcon website.

The latest version of the app can be found at www.crowcon.com and then navigating to "Help & Advice" > "Technical Support" > "Software Downloads", then navigating to the Crowcon Connect section.

Extract the application files from the zipped folder, using your choice of unzipping tool.



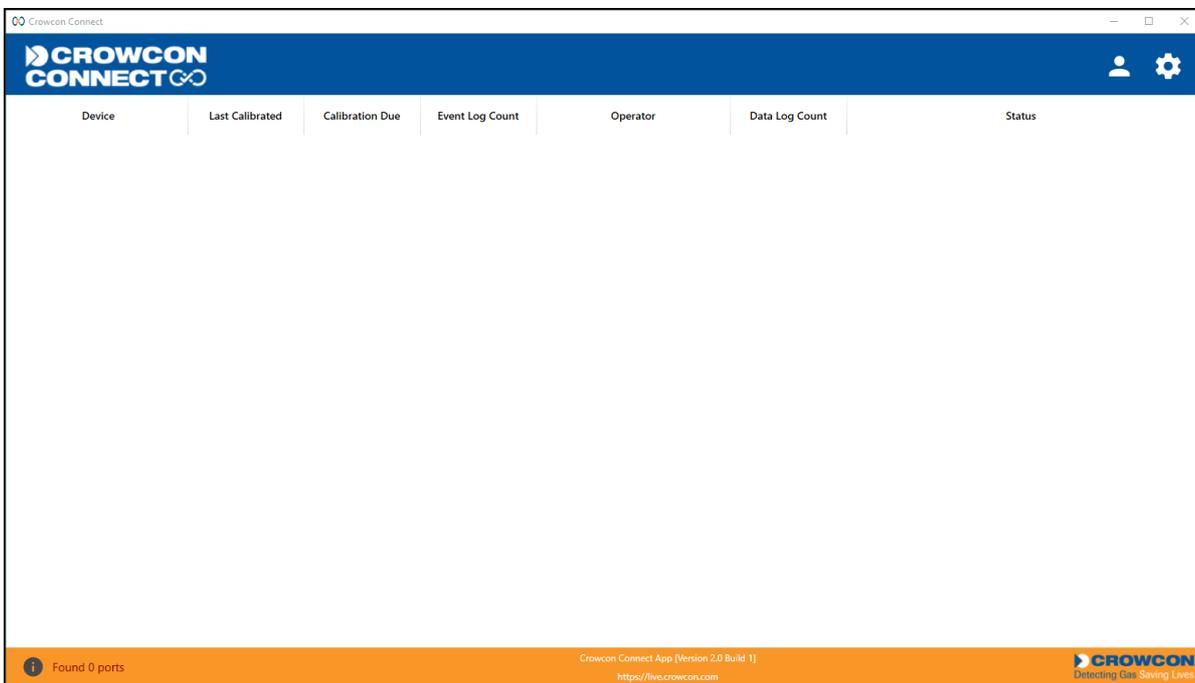
Once unzipped, run the Connect App Application File.



Run the application file to launch the DataExtractor installer.



If you get a security warning, press “More Info” and then “Run anyway”.



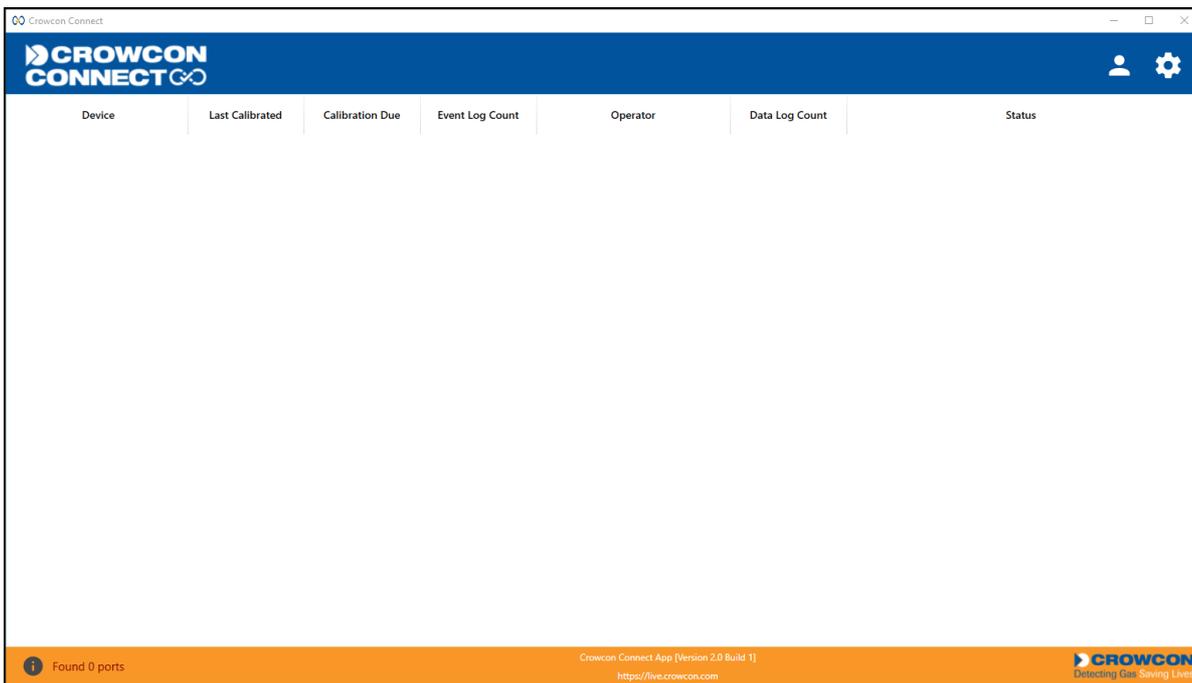
The app should launch automatically, and a shortcut should be added to the desktop.

Using the App

Open the App from Desktop shortcut or Start menu.



When no devices are connected, the App's current status, shown in the bottom left, will switch between "Scanning COM Ports", "Found 0 Ports", "Found 0 Devices" and "Found 0 Devices Pending Upload to the Portal"



Connect Gasman, Tetra 3, T4 or Gas-Pro devices via serial link / USB to the PC or Laptop running the Connect PC App. Ensure all connections are secure and remain intact for the entire data extract process.

Devices may be connected before or after the App is started.

The App will continually search for Devices to be connected, when a Device is detected it will be identified and device data (dependent upon Settings, see "Settings" section) will begin to be read immediately.

Crowcon Connect

CROWCON CONNECT

Device	Last Calibrated	Calibration Due	Event Log Count	Operator	Data Log Count	Status
W316658-001 Gasman COM4			0	No Device record on portal	0	Device detected

Found 0 devices pending upload to portal

Crowcon Connect App [Version 2.0 Build 1]
<https://demoportal.crowcon.com>

CROWCON
Detecting Gas Saving Lives

Crowcon Connect

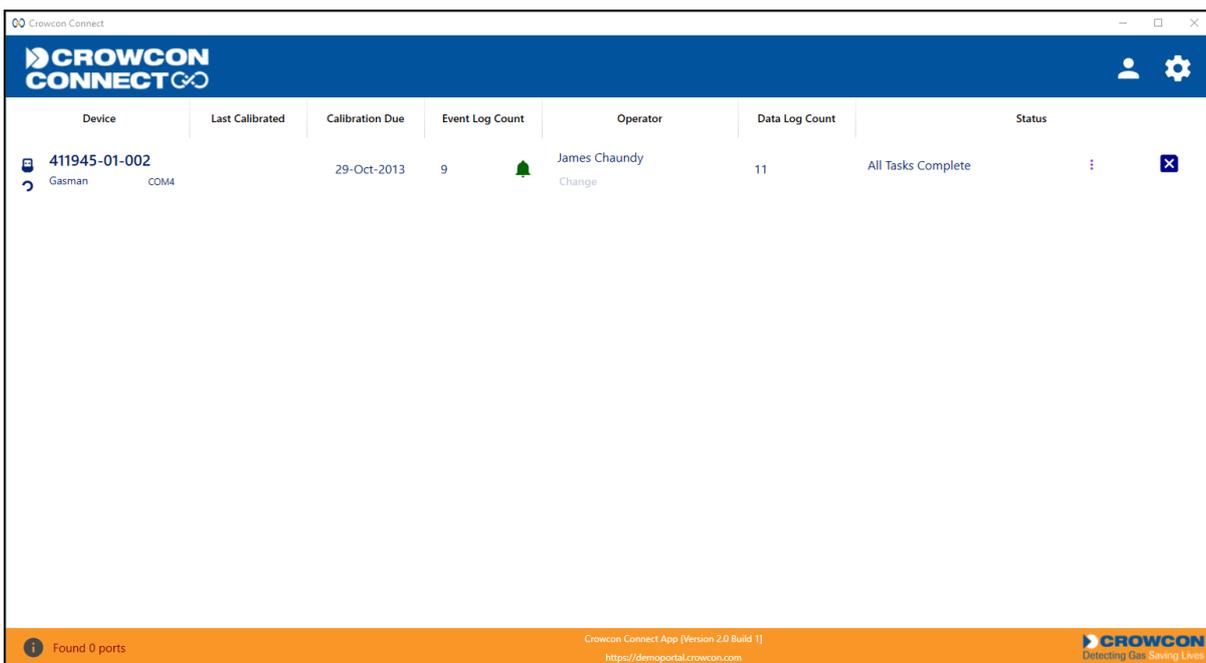
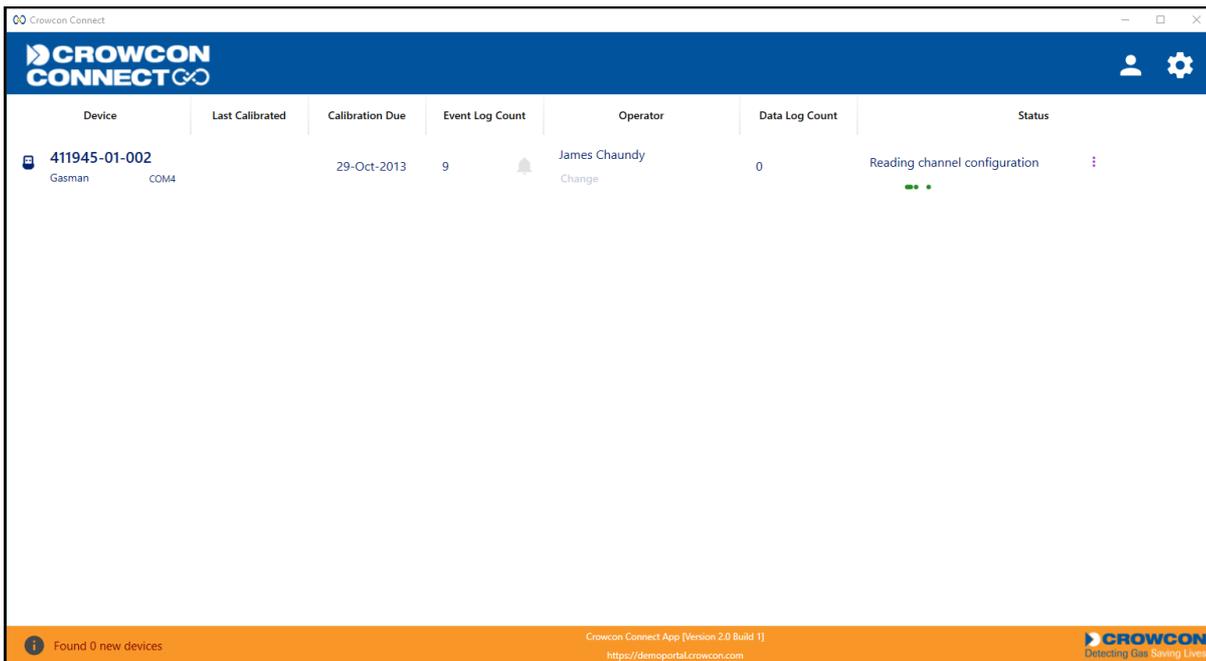
CROWCON CONNECT

Device	Last Calibrated	Calibration Due	Event Log Count	Operator	Data Log Count	Status
411945-01-002 Gasman COM4		29-Oct-2013	4913	No Device record on portal	15593	Reading Data logs

Found 0 new devices

Crowcon Connect App [Version 2.0 Build 1]
<https://demoportal.crowcon.com>

CROWCON
Detecting Gas Saving Lives



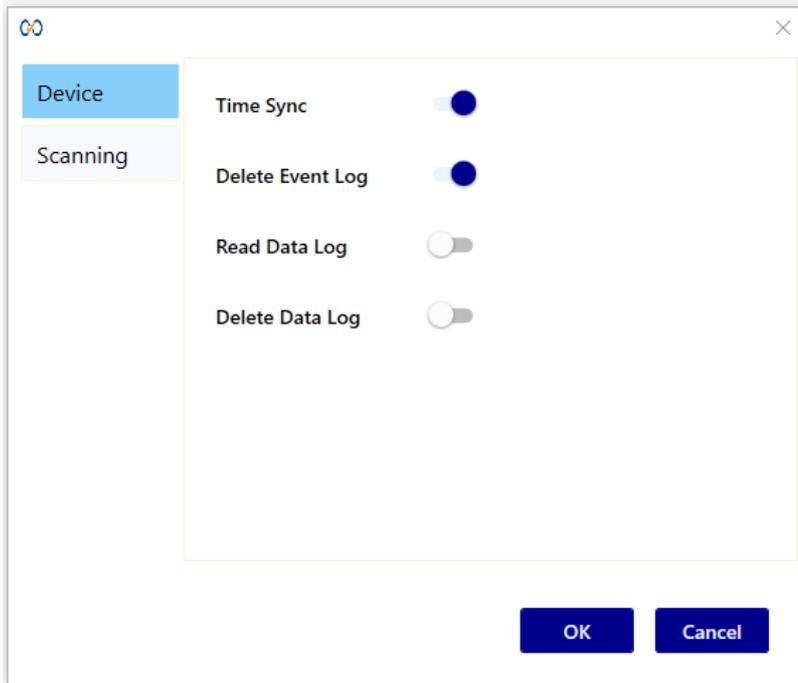
Once the event (and/or data) logs have been extracted from the device, by default the app will delete the data from the device to save space on the device and speed up future data extractions (this feature can be disabled in settings, see app settings section, below).

App Settings



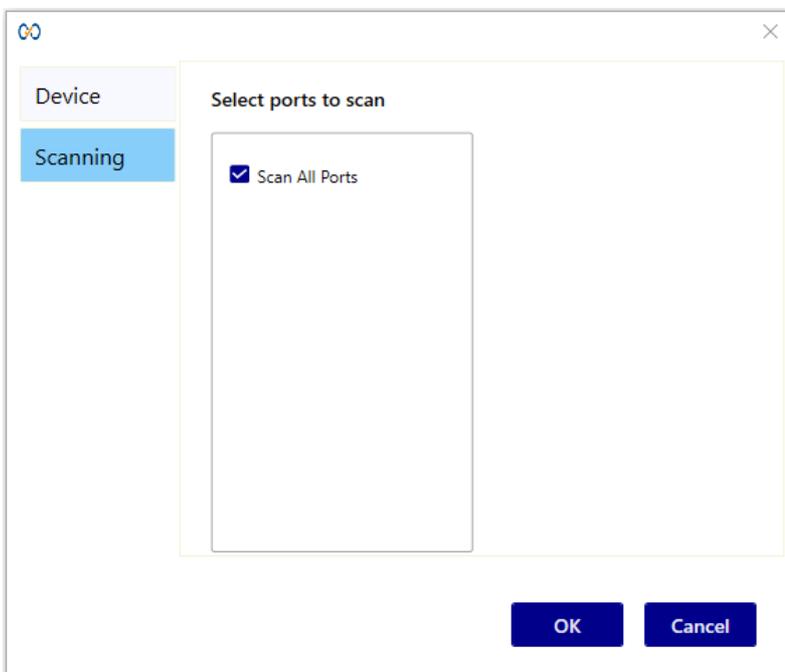
To access the settings page please click the  icon in the top right-hand corner.

From this page you may choose which Data to extract from the device, whether to delete device data after extraction and whether to Sync the Device time with the PC Time.



Note: Reading data log will allow full gas log data to be extracted (for data logging settings, see Device Manual) and will also upload the Device Configuration to the portal, however this setting may take up to an hour to complete, for a full data log.

From the scanning page you may over-ride the default setting to scan all COM ports of the PC App for new devices, selecting to scan only selected COM ports. This will speed up the automatic scanning process, if there are many active COM ports on the PC, with only some COM ports being used for Crowcon Devices.

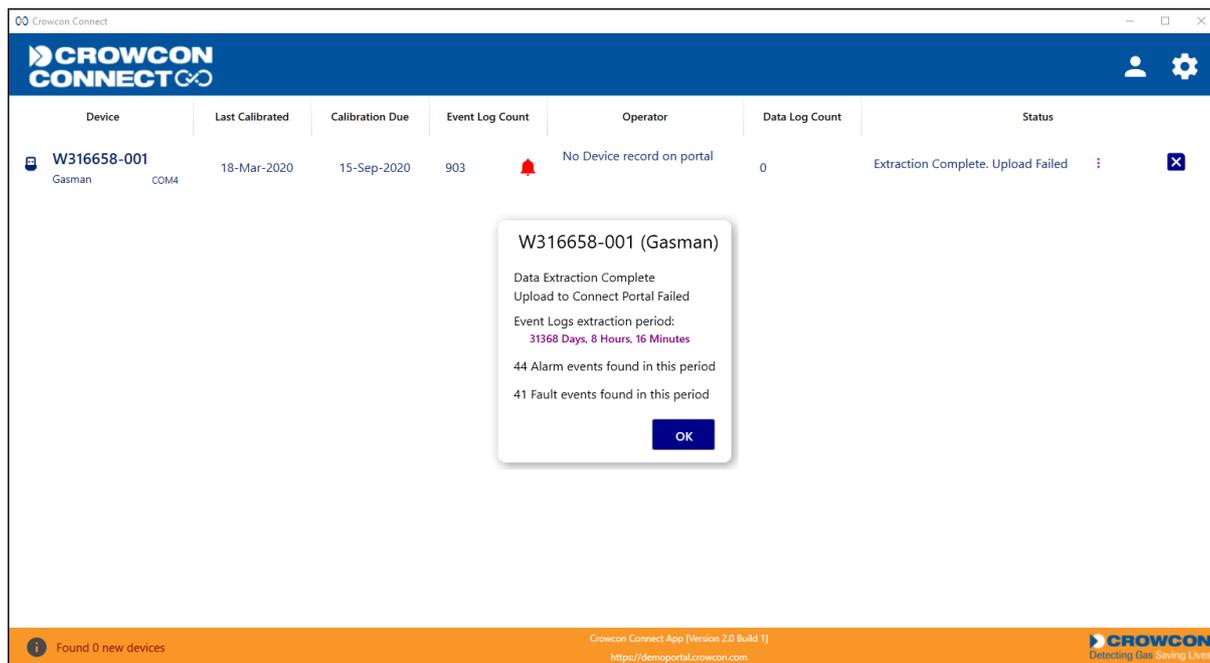


Data Availability in the PC App

Once all data extraction and upload tasks have been completed, some data can be reviewed in the PC App.

The App will show:

- The Last Date a Calibration was performed (if a Calibration event was present in the event logs).
- The Calibration Due Date of the Device.
- The amount of Event Logs extracted from the device.
- The current Operator Assignment to the Device.
- The amount of Data Logs extracted from the device.



Device	Last Calibrated	Calibration Due	Event Log Count	Operator	Data Log Count	Status
W316658-001 Gasman COM4	18-Mar-2020	15-Sep-2020	903	No Device record on portal	0	Extraction Complete. Upload Failed

W316658-001 (Gasman)

Data Extraction Complete
 Upload to Connect Portal Failed

Event Logs extraction period:
 31368 Days, 8 Hours, 16 Minutes

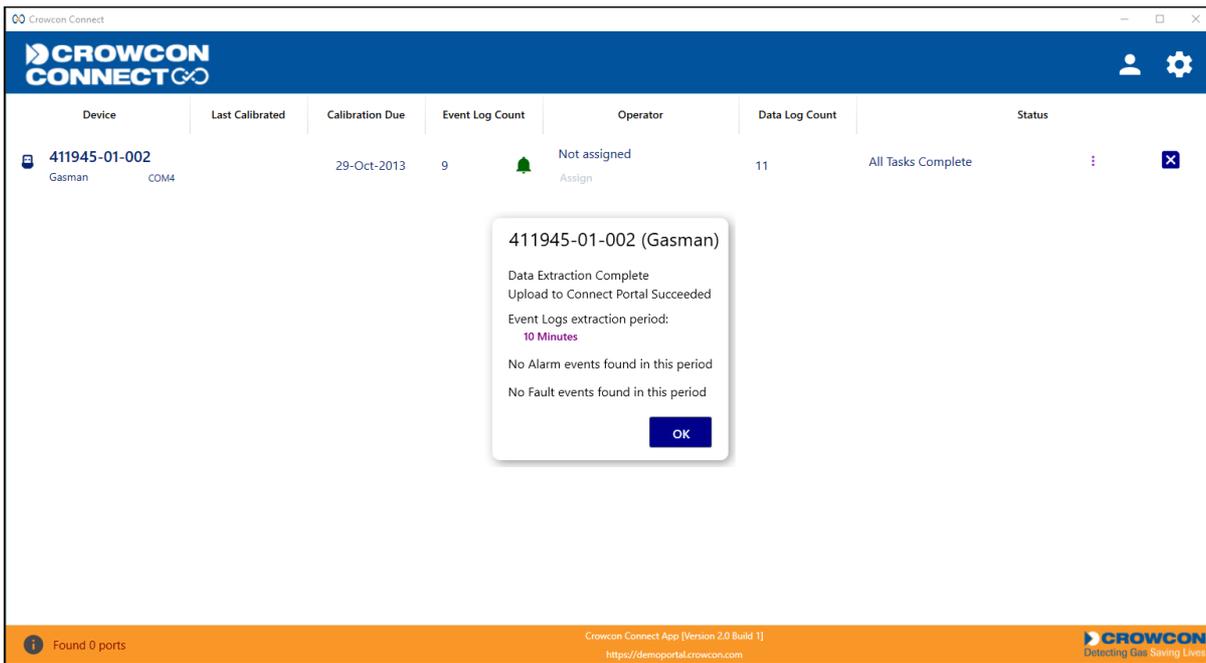
44 Alarm events found in this period
 41 Fault events found in this period

OK

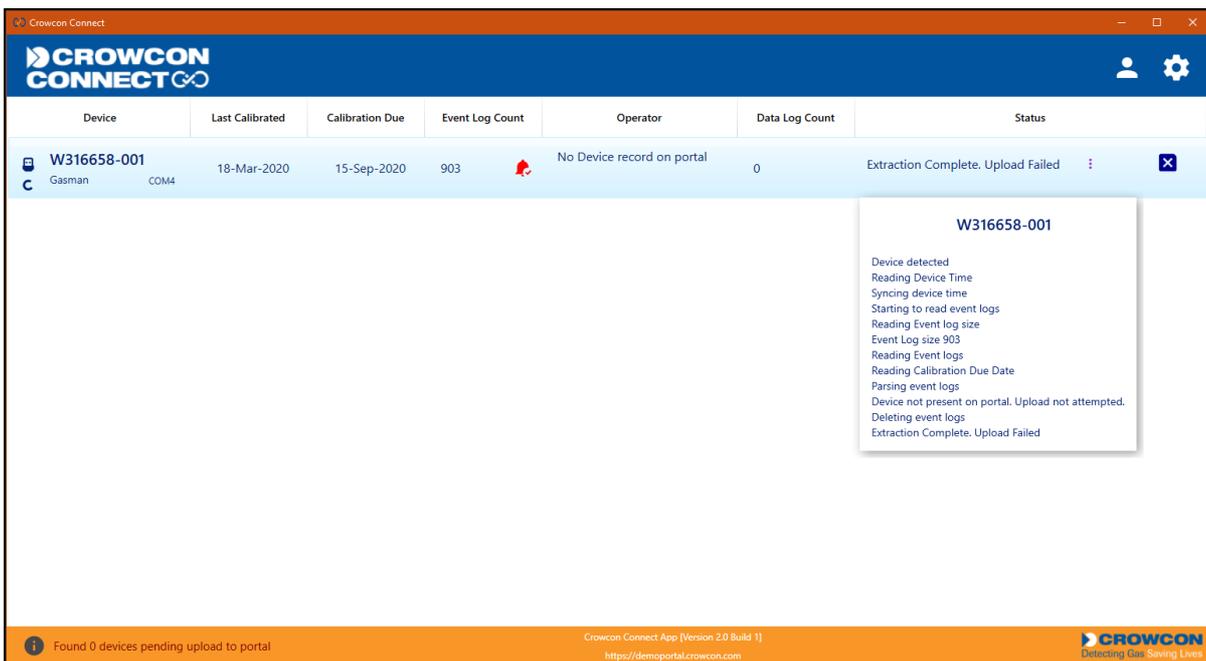
Found 0 new devices | Crowcon Connect App [Version 2.0 Build 1] | <https://demoportal.crowcon.com> | CROWCON Detecting Gas Saving Lives

If an Alarm or Fault event has been found in the Device, a red notification Icon will be shown. By clicking on the notification, you can see:

- The upload status of the device.
- The time period of event logs extracted (Note, if this is the first data extraction, the date range will range back to 1970, this is the default date in the instrument before the it has been configured during manufacturing).
- The number of Alarm events found.
- The number of Fault events found.



If no Alarm or Fault events are found in the event log, a green notification icon will appear. This will show the same data, confirming no event or fault events logs had been found.

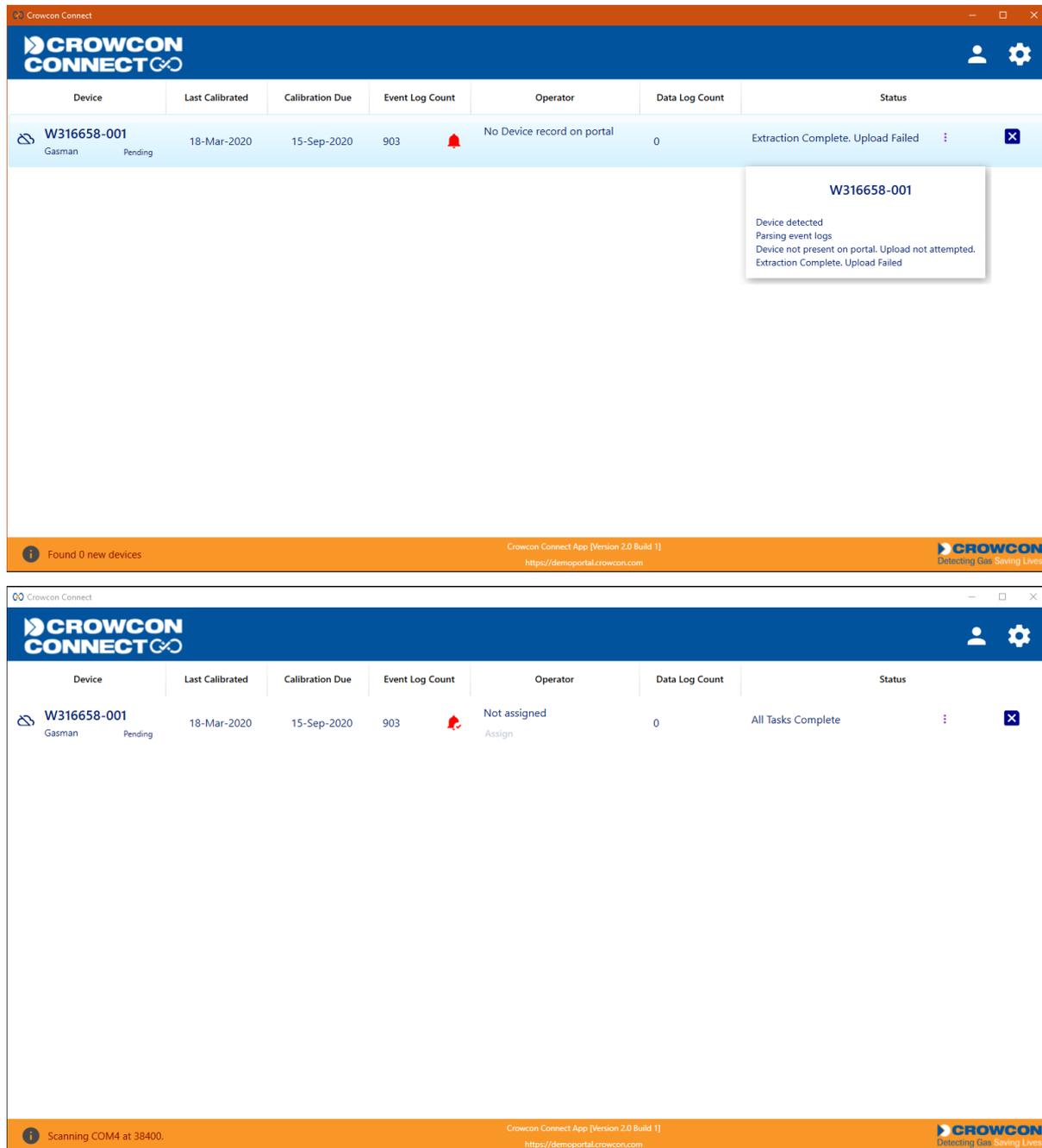


For investigation purposes, a full log of the status and progress of the connected can also be found by clicking on the  icon in the “Status” column.

Pending Uploads

If a device fails to upload its data to the connect portal when extracted from the device, due to not yet being added to the Connect portal database or due to a loss of internet connection, the device log will be saved locally by the app as a “Pending Upload” log.

Next time the app is opened, the App will attempt to re-upload the data as a “Pending Upload”. Pending logs can be identified by the strikethrough cloud icon.



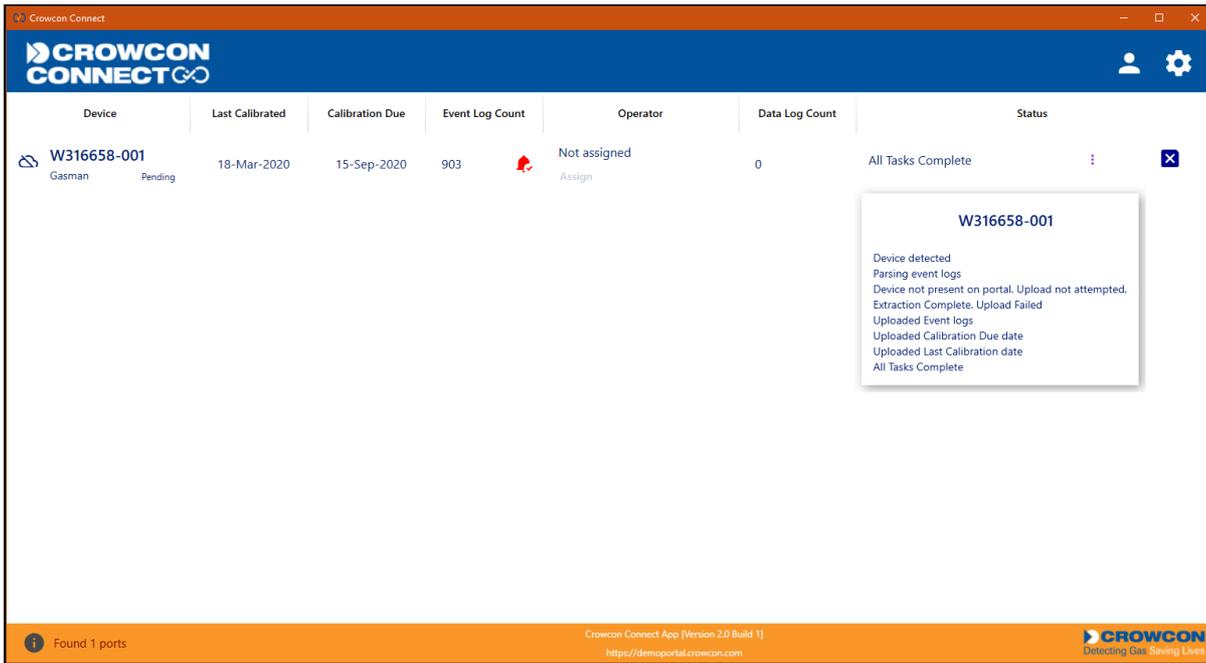
The first screenshot shows the Crowcon Connect app interface with a table of devices. The device W316658-001 (Gasman) is in a 'Pending' state. A red strikethrough cloud icon is next to the device name. A notification box displays the following text:

```

W316658-001
Device detected
Parsing event logs
Device not present on portal. Upload not attempted.
Extraction Complete. Upload Failed
    
```

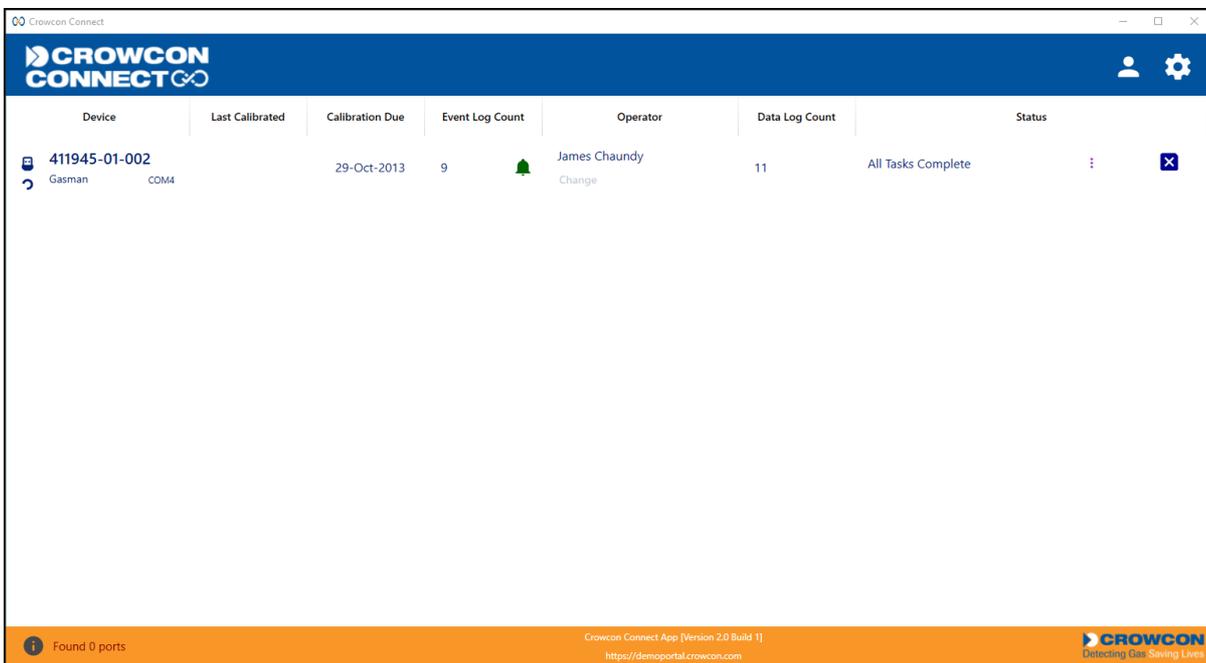
The second screenshot shows the same device W316658-001 (Gasman) now in a 'Not assigned' state. The status has changed to 'All Tasks Complete' and the strikethrough cloud icon is no longer present. The notification box at the bottom of the screen reads: 'Scanning COM4 at 38400.'

If the database or connection error has been resolved, the Data will now be uploaded into the portal.

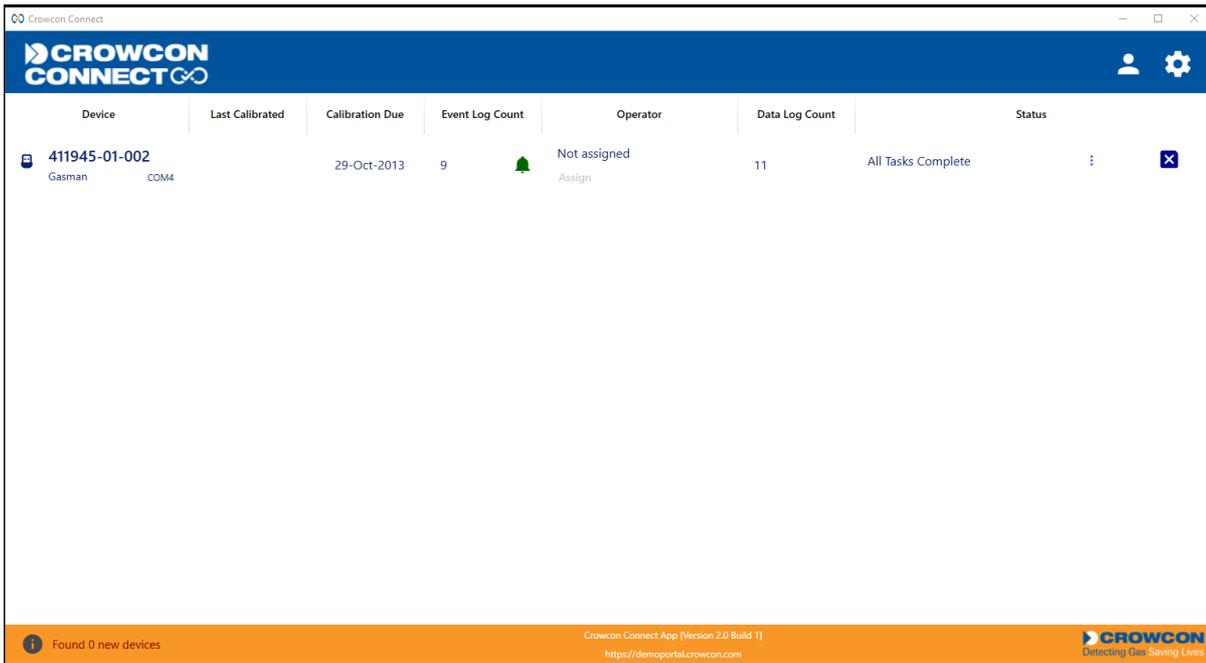


Changing Assigned Operator (Including App Login)

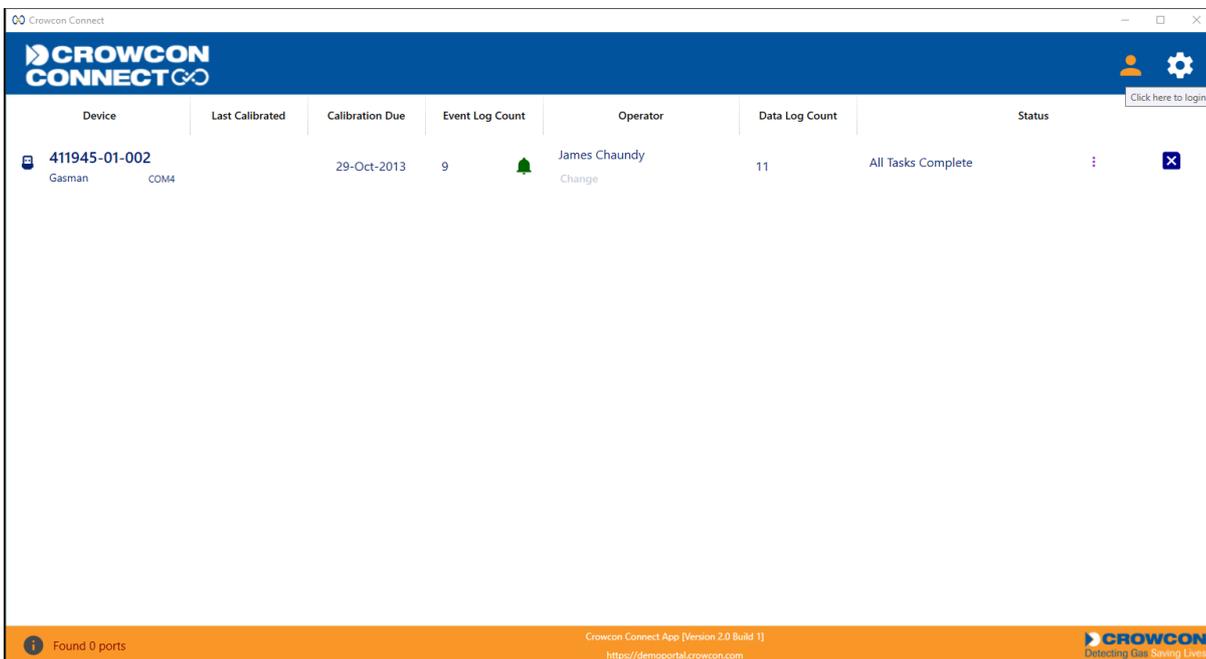
If the Device has been found in the portal database and is Assigned, the current Assigned Operator name will show in the 'Operator' column. If the Device is unassigned the App will show "Not Assigned" in the 'Operator' column.

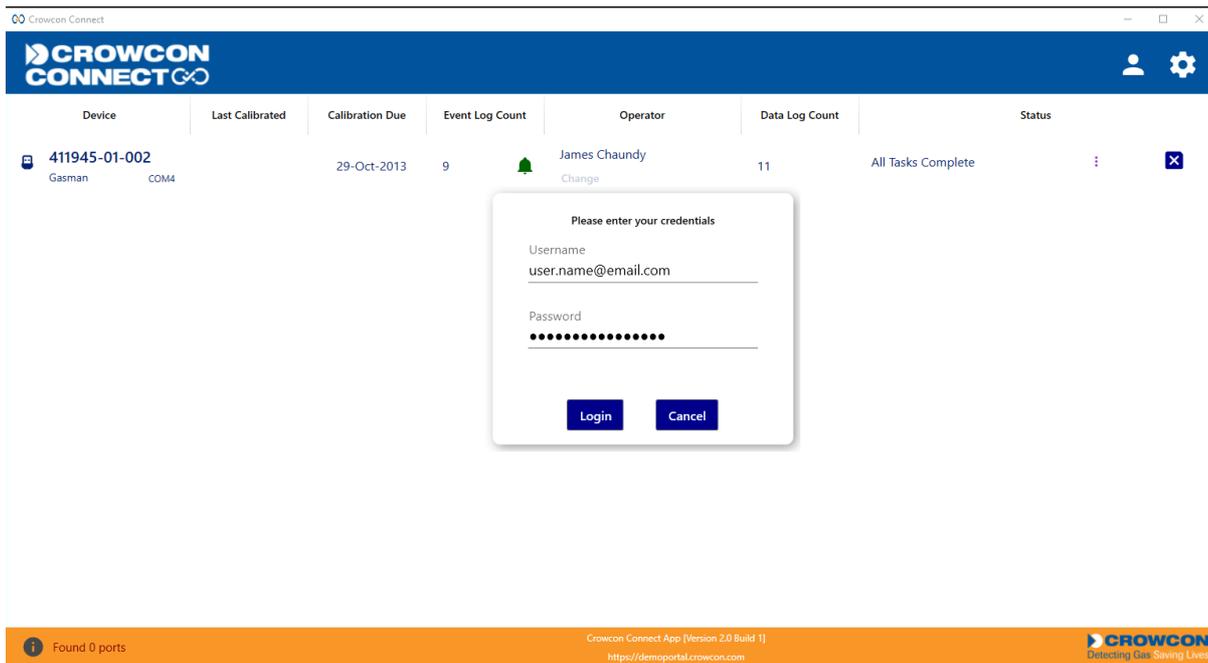


OR

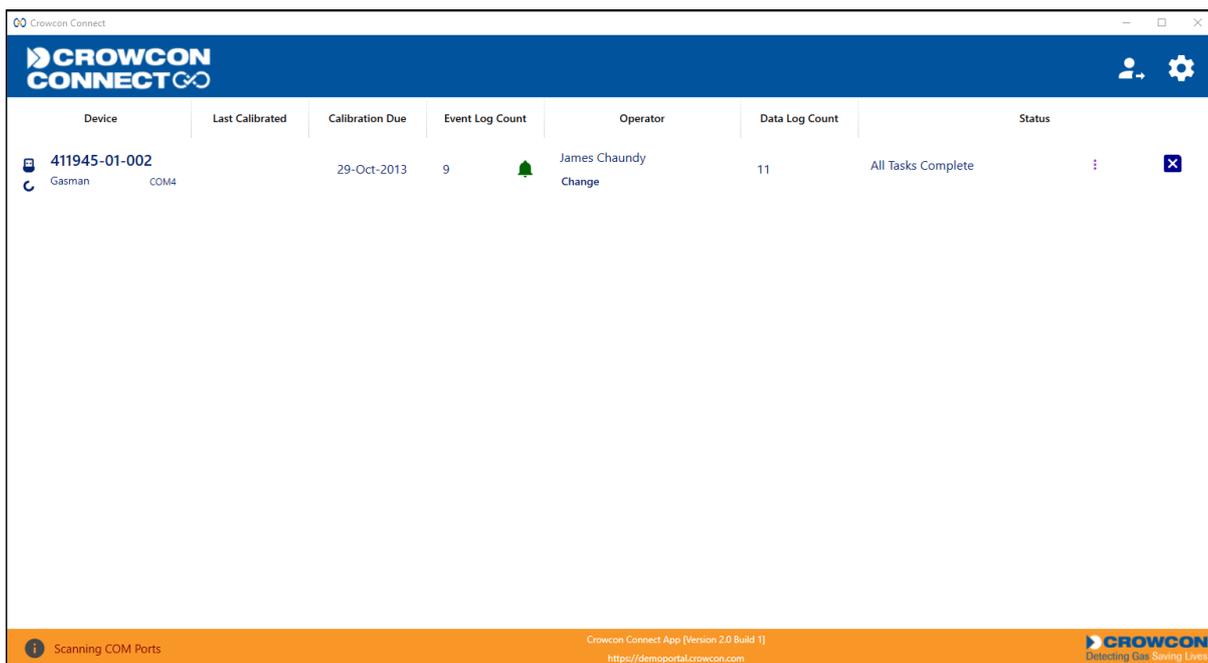


To change the Operator, log into the App using your Connect (portal) credentials by Clicking the “Profile” Icon in the top Right



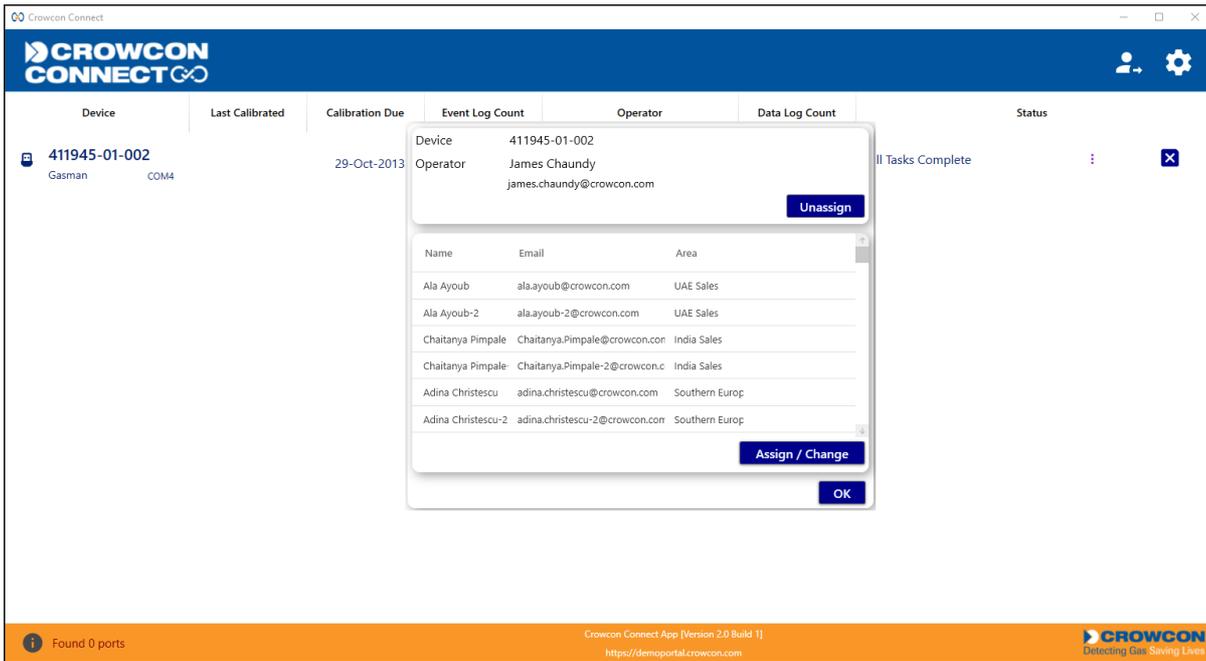


Enter your Crowcon Connect Credentials in the pop-up window, and press “Login”.



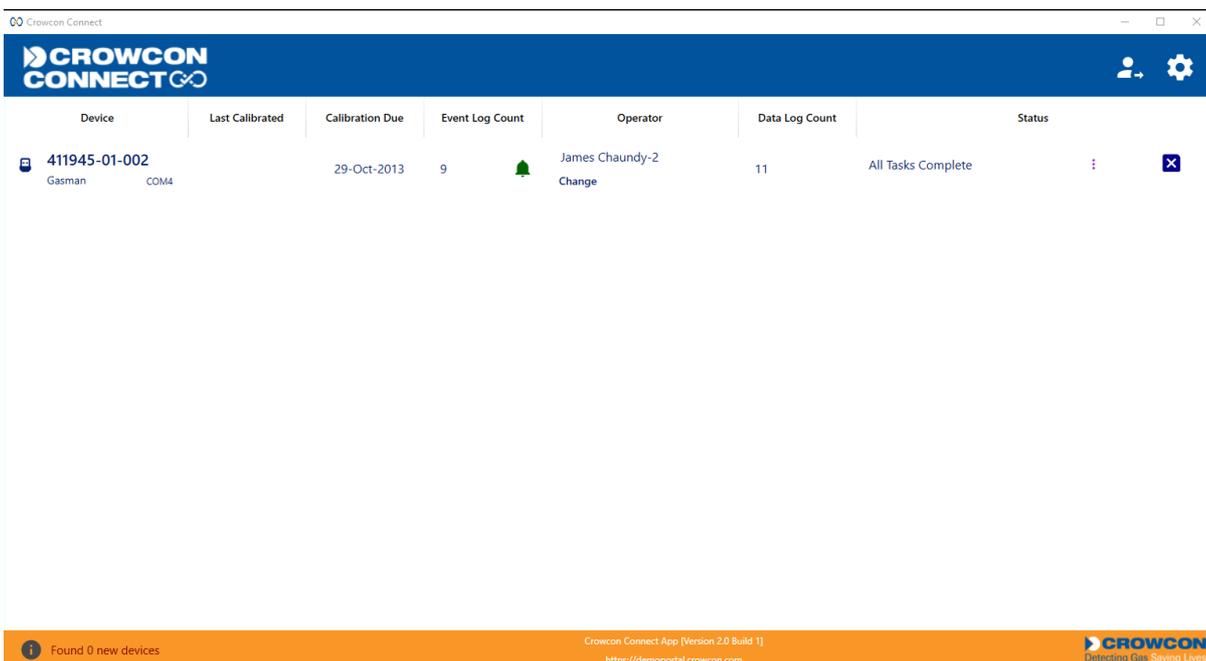
The log in symbol should have changed to the logout symbol, meaning the login has been successful. Note, Press the Logout symbol to logout of your Connect Account.

Press the “Change” or “Assign” button, to open the Operator Assignment Window.



To Unassign the device from the Current Operator, press the “Unassign” button.

To change the assignment of the Device, select the Operator you wish to assign the Device to from the list, and press “Assign/Change”.



The Device Assignment will now be changed in the Connect Database.

Frequently Asked Questions

1. What happens if I don't have an internet connection?

The app requires an internet connection to verify the device is present in the Portal database and to upload the data that has been extracted. If the app cannot verify the device in the portal the data will be extracted as normal and the event / data log will be stored as a "pending log" until the internet connection is restored and the device can be verified and data uploaded.

2. What happens if I lose internet connection during the process?

The app will store the Device Logs locally and upload them automatically to the portal once the internet connection is restored.

3. What happens if I lose connection to the device during the process?

The process will stop and needs to be restarted, please click the refresh button next to the device in the app once the connection has been restored. The application will now restore the connection to the device.

4. The App says "No Device record on portal", what does this mean?

This means the app has been unable to find the device in the Crowcon Connect database. The app will continue to extract and download logs and will store them locally as a "Pending Log" until the device has been added to the portal. Once the device can be found in the database the data will be uploaded. If this issue persists, please contact Crowcon Support for further assistance.

5. The function to change the Assigned Operator is unavailable

If you are unable to select the "Assign" or "Change" buttons in the 'Operator' column, please ensure you are signed into the app. Review "Changing Assigned Operator (Including App Login)" Section for more information.

6. Does the "Delete Event / Data Log" Option risk Data Loss?

After the data has been extracted, it will always be saved by the PC App before it is deleted from the Device. In most cases the Data will be uploaded to the cloud where it will be saved. In rare cases where it could not be successfully uploaded, it will be saved locally until the error is resolved. See "Pending Uploads" section for more information.

7. Why does "Read Data Log" option take so long?

Crowcon gas detectors can hold between 12,000 and 55,000 data log entries (dependant on model), this means they can store data for long periods between data uploads. However, if the data has not been downloaded and cleared for a long time this register can get very full. The more data logs are stored in the device, the longer this process will take (up to ~1h 30m).

This time can be reduced by turning on the "Delete Data Log" option in App settings (see "App Settings" section) and by downloading the data to Crowcon Connect Regularly.

The data log extraction is optional, but allows you to see entire history of gas exposure data for the detector (and therefore your operators, if assigned correctly in the portal) helping to prove compliance to gas safety regulations.

8. How do I upload "Device Configuration" to the Portal?

Device Configuration is uploaded with the Data Log information, switch on "Read Data Log" in the App Settings (see "App Settings" section).

9. Why is my Device not being found by the App?

Please ensure the device is switched on and seated correctly in the dock and that the cable is securely connected at both ends to the PC/Laptop and the cradle or instrument.

If the App status says (in the bottom left) shows “Found 1 (or more) Ports”, it has detected the communication cradle or cable, but not the device. Ensure the cable is connected to the device and the

If the App status says “Found 0 Ports” the communications cable or cradle has not been found. Ensure the cable is connected securely to the PC or Laptop. If the issue persists, try a different USB / Serial Port.

If the issue continues after these have been checked, please contact Crowcon Support for further assistance.

10. I have upgraded from the Demo version and my App no longer works, what do I do?

If you have upgraded from the Demo version of the App to the Live version of the App and the App no longer works, there may be leftover install or data files clashing between the versions. In some cases, the app may appear in the taskbar, but an application window will not open.

To resolve this, uninstall all versions of the PC App (Demo and Live) using the Windows Add/Remove programs tool. Ensure all application icons are removed and the app can no longer be launched.

Then, go to the following file locations and delete the specified folders:

- C:\Users\<<Your Username>\AppData\Local\Crowcon
 - o Delete Folder titled “Connect”
- C:\Users\<<Your Username>\AppData\Local
 - o Delete Folder titled “CrowconConnectApp”.

11. When changing the Device Assignment, App says “An error occurred while changing Assignment”

The device must be assigned to someone within the same Division of the Portal as the current Operator, please ensure the selected Operator is within the same Division as the current Operator. If the problem persists, please contact Crowcon Support for further assistance.

12. Why is the “Last Calibrated” date missing for my Device?

The Last Calibrated date will only show if a Calibration Event can be found in the Device Event log. If the Device has had its Event Logs cleared since the last Calibration was performed, the Last Calibration date will be blank.