IDEX FIRE & SAFETY

E3 Connect
Captium Data Hub
Admin Guide

OUR TRUSTED BRANDS

Admin Role Overview

Admin Customer Users of Captium have permission to

- Accept terms and conditions on behalf of your organization
- Manage data access permission to dealers, OEMs and third parties
- Manage users at their organization who can view their device data
- Claim devices to be visible in the data hub
- Request Service
- Resolve Alerts

Adding a New User

1. Go to Access Management >> Organizations
2. Locate your organization
3. Select the hamburger menu
4. Select Organization Users
5. Select Add User
6. Enter User contact info and select their role and Save
7. The new user will receive an email invitation to activate their login
8. **Please proceed to User Permissions section to select the new user's feature accessibility.**

Note: A user can only be associated with one organization

User Permissions

1. Go to Access Management >> Organizations
2. Locate your organization and select the hamburger menu to the right
3. Select Organization Users
4. Locate the user you wish to remove and select the hamburger menu to the right
5. Select User Permissions
6. Check the access items you want each person to be able to do.
   Save

Recommended User Role Permissions

🔒 User Permissions

- ☑ Create User
- ☑ Delete User
- ☑ Edit User
- ☑ View User

🔒 Organization Permissions

- ☐ Create Organization
- ☐ Delete Organization
- ☑ Edit Organization
- ☑ View Organization

🔒 Document Permissions

- ☑ Create Document
- ☑ Delete Document
- ☑ Edit Document
- ☑ View Document

🔒 Service Request Permissions

- ☑ Create Service Request
- ☑ Delete Service Request
- ☑ Edit Service Request
- ☑ View Service Request

Recommended Admin Role Permissions

🔒 Alert Permissions

- ☑ Create Alert
- ☑ Delete Alert
- ☑ Edit Alert
- ☑ View Alert

🔒 Tool Permissions

- ☑ Add Tool
- ☑ Configure Tool
- ☐ Delete Tool
- ☑ Update Tool
- ☑ View Tool

🔒 Firmware Permissions

- ☐ Create Firmware
- ☐ Delete Firmware
- ☐ Edit Firmware
- ☑ View Firmware

🔒 Charger Permissions

- ☑ Add Charger
- ☑ Configure Charger
- ☑ Delete Charger
- ☑ Update Charger
- ☑ View Charger

Recommended Admin Role Permissions

🔒 **Device Permissions**
- ☑ Claim Device
- ☐ Delete Device
- ☐ Enroll Device
- ☐ Provision Device

🔒 **Battery Permissions**
- ☑ Add Battery
- ☑ Configure Battery
- ☑ Delete Battery
- ☑ Update Battery
- ☑ View Battery

🔒 **Vehicle Permissions**
- ☑ Add Vehicle
- ☑ Configure Vehicle
- ☐ Delete Vehicle
- ☑ Update Vehicle
- ☑ View Vehicle

Recommended User Role Permissions

🔒 Alert Permissions

- ☐ Create Alert
- ☐ Delete Alert
- ☐ Edit Alert
- ☑ View Alert

🔒 Tool Permissions

- ☐ Add Tool
- ☐ Configure Tool
- ☐ Delete Tool
- ☐ Update Tool
- ☑ View Tool

🔒 Firmware Permissions

- ☐ Create Firmware
- ☐ Delete Firmware
- ☐ Edit Firmware
- ☑ View Firmware

🔒 Charger Permissions

- ☐ Add Charger
- ☐ Configure Charger
- ☐ Delete Charger
- ☐ Update Charger
- ☑ View Charger

Recommended User Role Permissions

🔒 Alert Permissions

☐ Create Alert

☐ Delete Alert

☐ Edit Alert

☑ View Alert

🔒 Tool Permissions

☐ Add Tool

☐ Configure Tool

☐ Delete Tool

☐ Update Tool

☑ View Tool

🔒 Firmware Permissions

☐ Create Firmware

☐ Delete Firmware

☐ Edit Firmware

☑ View Firmware

🔒 Charger Permissions

☐ Add Charger

☐ Configure Charger

☐ Delete Charger

☐ Update Charger

☑ View Charger

Recommended User Role Permissions

Resending Invites

To resend a new user activation email:

1. Go to Access Management >> Organizations
2. Locate your organization and select the hamburger menu to the right
3. Select Organization Users
4. Locate the user you wish to remove and select the hamburger menu to the right
5. Select Resend Invite

Note: The option to resend an invitation is only available if the user has not completed the activation and never logged in. This option will not be visible if the user has previously logged in.

Editing a User

1. Go to Access Management >> Organizations
2. Locate your organization and select the hamburger menu to the right
3. Select Organization Users
4. Locate the user you wish to remove and select the hamburger menu to the right
5. Select Edit User
6. Revise the user's info
7. Save

Deleting a User

1. Go to Access Management >> Organizations
2. Locate your organization and select the hamburger menu to the right
3. Select Organization Users
4. Locate the user you wish to remove and select the hamburger menu to the right
5. Select Remove User
6. Confirm your selection

Organization Data Permission: End Users

View the dealers and OEMs that have access to your organization's device data from the Access Management Section

1. Select Organizations
2. View list of organizations that are authorized to see your organization's device data
3. To give permission to additional organizations, select the hamburger menu from the Action Column Header
4. Select Find Dealers
5. Enter the name of the Dealer you wish to add
6. Select the blue plus button to select
7. A request will be sent to the Dealer to confirm access.
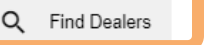8. Once the Dealer has confirmed you will see the Dealer in your list of authorized organizations.

Organizations

ORGANIZATIONS	REQUESTS				

The Dealer and OEM organizations listed below are authorized to access your organization's data.

Search for organization...

REFRESH

Name	Description	Type ↑	In Network	Action	≡
					🔍 Find Dealers
Captium Demo Fire Department	Captium Demo Fire Department	Customer	Yes		

Items per page: 100 ▾   1 – 1 of 1   < >

Dealers

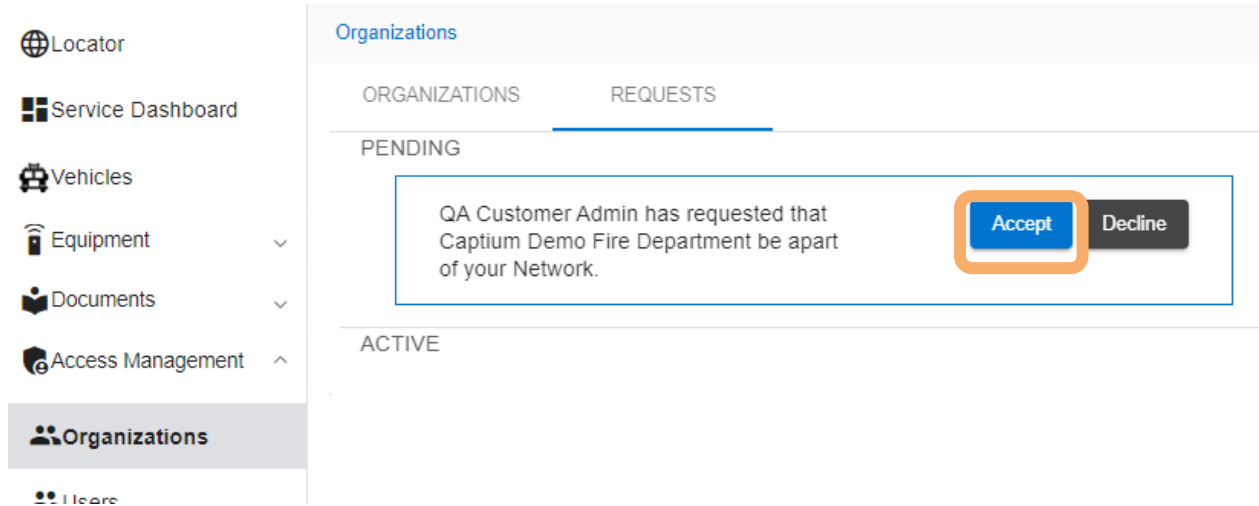Search Dealers

captium

Close

Captium Demo Dealer Wooster, Ohio United States of America   **+**

Dealers: Confirm Data Sharing with End Users

If an End User Customer grants permission to your dealer organization, you must accept their request in order to see their device data

1. Go to Access Management >> Organizations
2. Select the Requests Tab
3. Accept the Data Request

OEMs: Confirm Data Sharing with Dealers

If a Dealer Customer grants permission to your dealer organization, you must accept their request in order to see their device data

1. Go to Access Management >> Organizations
2. Select the Requests Tab
3. Accept the Data Request

Manage Personal Data Settings

Users can edit their contact information, language, view the organization that can view their device data, view Disclosure Documents

1. Select the profile icon in the top right corner
2. Select Settings

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Claiming Your Tool

Only users logged in with the Customer Admin role can Claim tools for their organization
1. Locate your tool serial number.
2. Go to Equipment >> +Claim Tool
3. Enter the serial number of your device and add the **– and two extra zeros** before the last two digits of the serial number of your tool
4. Select Search to locate the tool and edit the details

Claiming Your Tool

1. Give your tool a name and description
2. Choose the Dealer that Sold the Tool
3. Select Claim
4. Once successfully added, you will be directed to the About Tool Page
5. Manage the technical details of the tool and make edits and any time. The About Tool page always accessible from the main tool page.
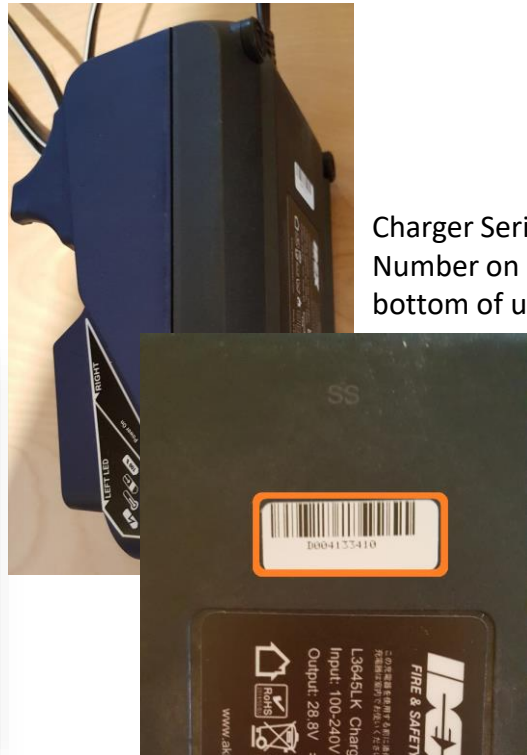
Claiming Your Batteries and Chargers

1. Locate the serial number on your battery or charger
2. Go to Equipment >> +Claim Battery or +Claim Charger
3. Enter the serial number and select Search
4. Give your battery or charger a name
5. Select Claim
6. Once successfully added, you will be directed to the About Battery or Charger Page
7. Manage the technical details of the tool and make edits and any time. The About Battery or Charge page always accessible from the main Battery or Charger Page.

Battery Serial Number on back of battery

Charger Serial Number on bottom of unit

About Pages

The About Pages allow Customer Admins to edit:

1. Tool Name
2. Description
3. Sold by Dealer
4. Firmware Updates
5. Release Claim for RMA purposes or to transfer the device to another organization

Alert Administration

Configure email alert notification preferences for tools, batteries and chargers

Alert Notification selection to allows users to pick multiple devices to be associated with a single notification preference

Email message content to include comprehensive alert details and actions to remedy the alert, manage the notification and adjust preferences

New Notification for Alicie Test Tool: Tool Submerged in Salt Water

To: You

Captium™

Tool Submerged in Salt Water

MANAGE ALERT

Asset:	Alicie Test Tool
Asset Type:	SC 358 E3C Combi
Serial Number:	919191-1234
Alert:	Tool Submerged in Salt Water
Severity:	High
Detected At:	4/22/2024 7:52:58 PM
Last Alerted:	
Description:	Tool has been submerged in salt water

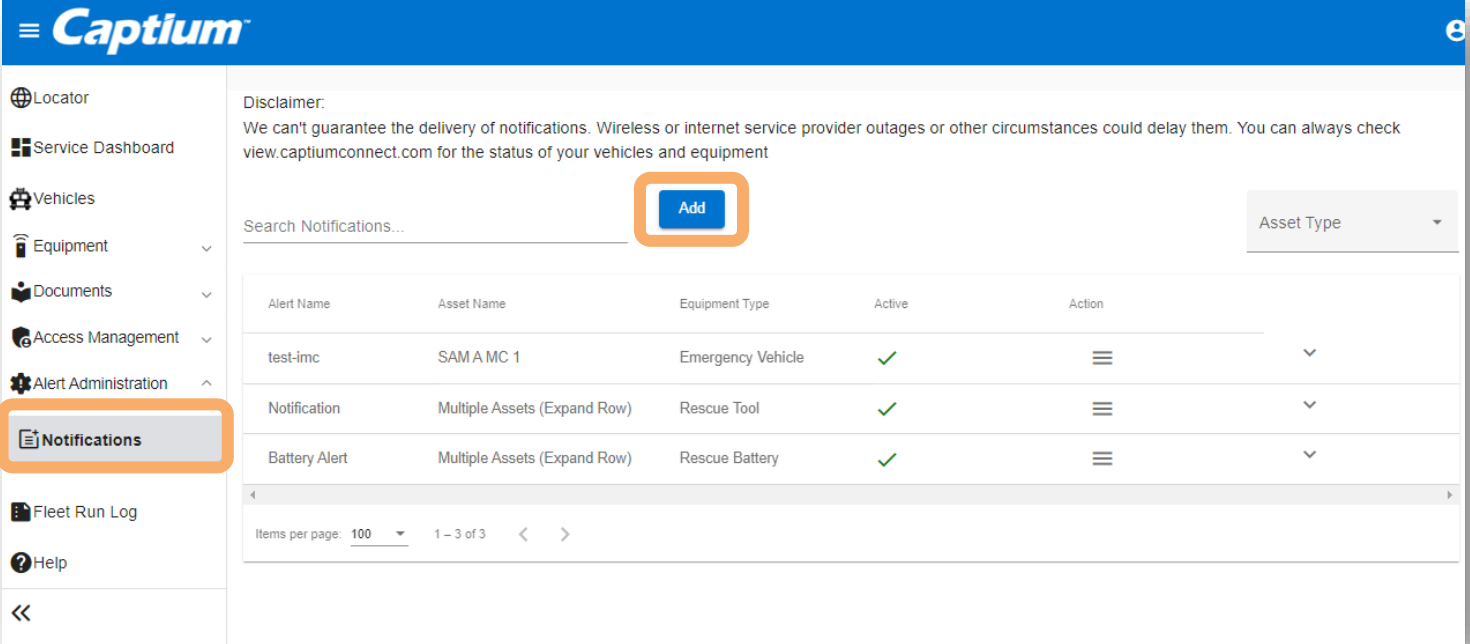**Suggested Action(s):** Rinse, clean and treat tool to prevent corrosion

MANAGE ALERT

Manage this Alert Notification.

If you need assistance from an IDEX Fire & Safety representative, open a case by contacting us at firesafetytech@idexcorp.com.

Alert Notification Set up

From the Alert Administration section, select the blue Add button to set up your preference for email notifications related to alerts.

Alert Notification Set up

Step 1: Properties

- Give this notification a friendly name

- Select the Equipment Type

Alert Notification Set up

Step 2: Assets

Select the Devices you wish to monitor and be notified when an alert is triggered

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Alert Notification Set up

Step 3: Alert Rules

- Select the Apply checkbox to choose which alerts should be included in your email notification

- You can also choose to notify the Dealer

Alert Notification Set up

Step 4: Users

- Select the users at your organization to be notified

Alert Notification Set up

Step 4: Review and Create

- Complete the setup by selecting Create Alert Notification

✎	Properties
✎	Assets
✎	Alert Rules
✎	Users
5	Review and Create

Create Alert Notification

Summary of Alert Subscription

Alert Subscription Name

Tool Roll Notification

Selected Assets

Name	Remove
Barry Hopper Demo	🗑
Bonser 789 E3C	🗑

Subscribe to alert(s)

✓ Tool Roll Alert
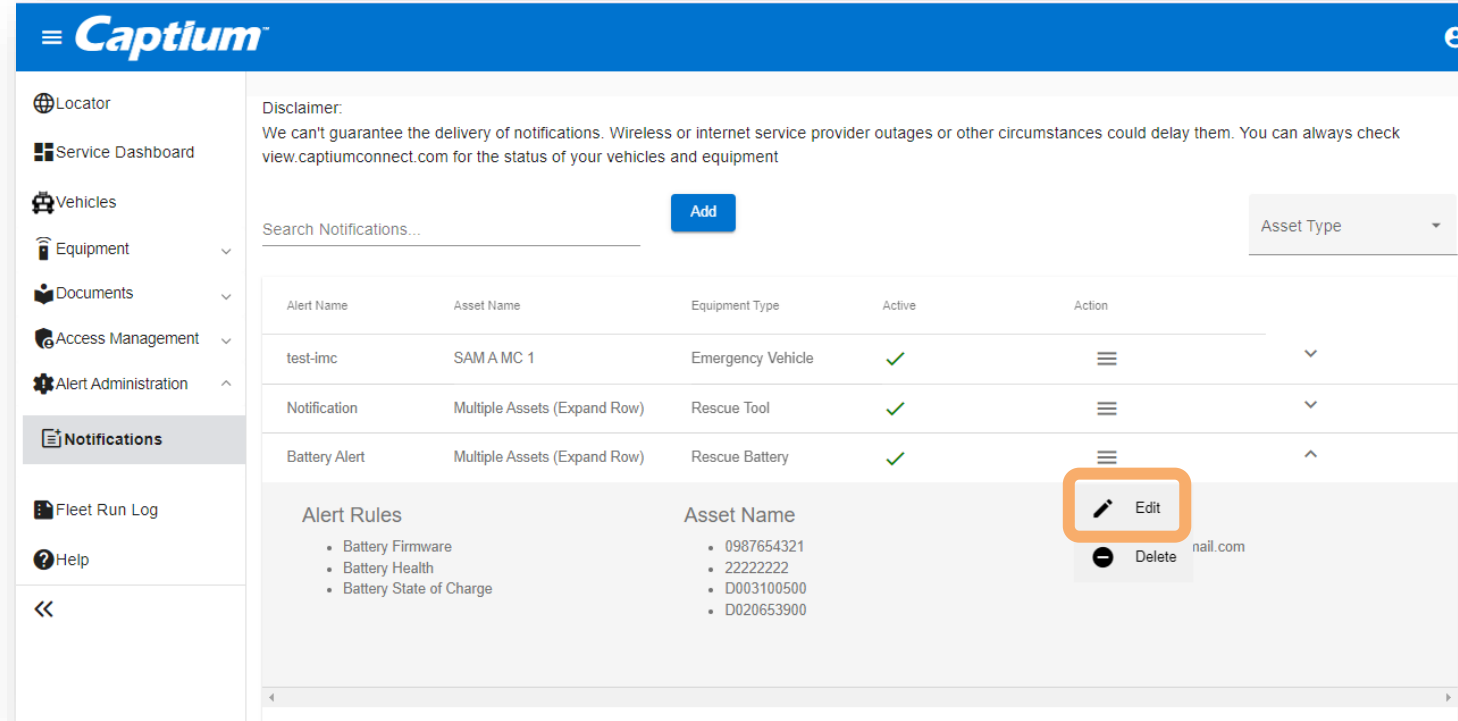
Selected Users

✓ |
prod
✓ |
prod

Create Alert Notification

Alert Notifications: Edit

1. From the Alert Administration section, locate an existing Notification preference

2. Select the hamburger menu in the Action column

3. Select Edit to make modifications for your existing Notification preferences

4. Save your updates

Alert Notifications: Delete

1. From the Alert Administration section, locate an existing Notification preference

2. Select the hamburger menu in the Action column

3. Select Delete to eliminate the notification preference

Resolve Alerts

You can resolve Alerts Section of the Service Dashboard or from the Alerts Tab of any device page.
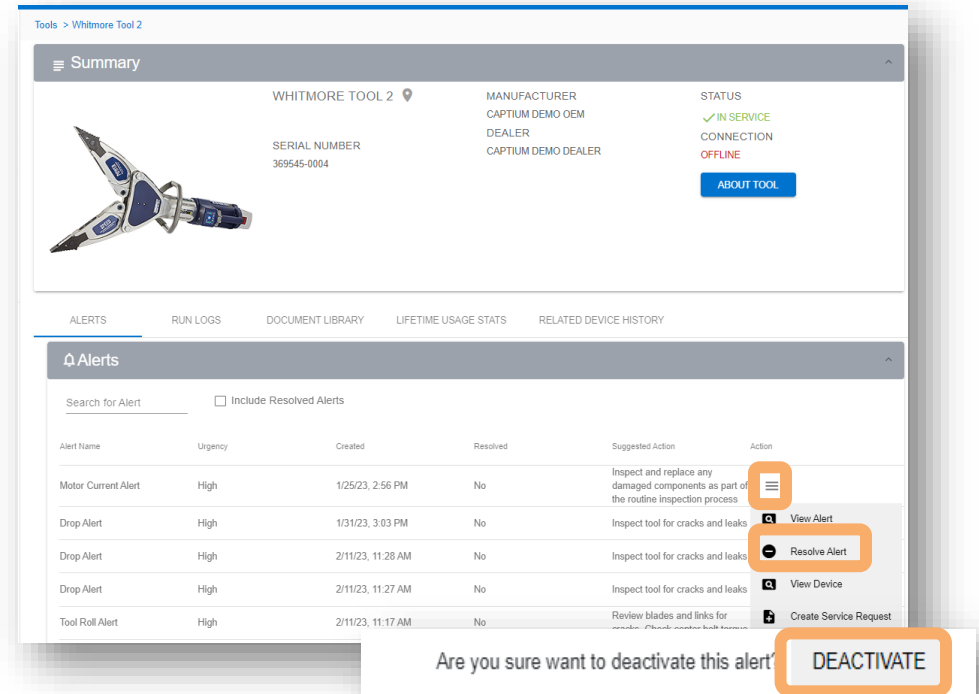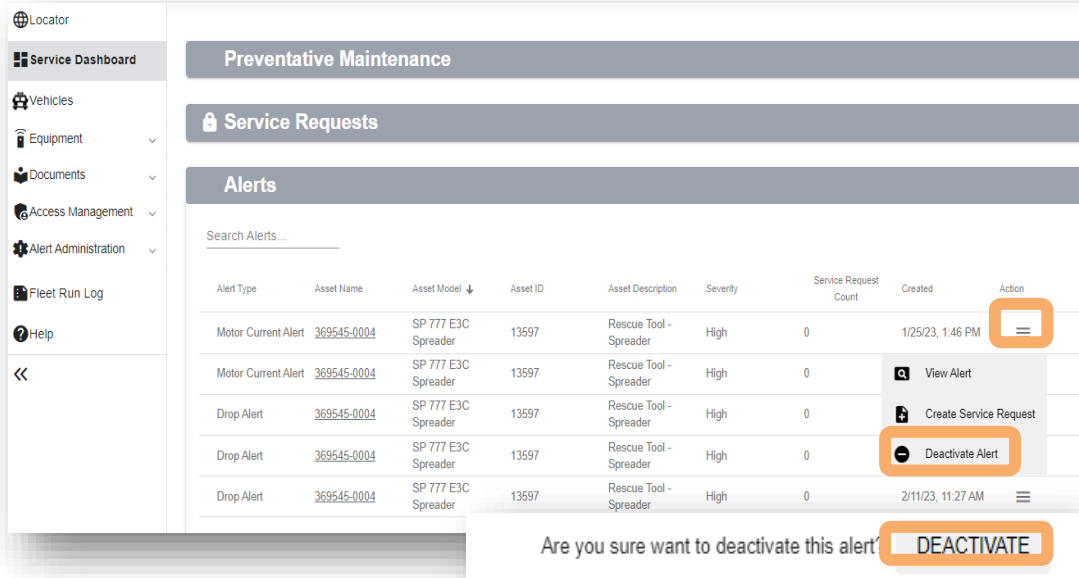
1. From the Alerts section of the Service Dashboard, select the hamburger menu next to the Alert
2. Select, Deactivate Alert, then Deactivate
3. This will hide the alert from the Alerts view. By clicking Include Resolved Alerts you can restore all previously resolved alerts to your view.

1. From the Alerts Tab on the device page, select the hamburger menu next to the alert
2. Select Resolve Alert, then Deactivate

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Request Service from Dealer

1. If an alert is present for a tool, battery or charger, customers can request service from their dealer.
2. The select dealer will receive an email from the end user indicating their need for service.

Resolving Service Requests

1. From the Service Dashboard or any Device page, locate the Service Requests section
2. Select Resolve or Edit from the hamburger menu.

Manage Tools Service Status

From the Tool Detail page, select the Status toggle to switch the status between In Service and Out of Service

Manage Tools Service Status

1. From the Service Dashboard, Select the Service Requests Section
2. Select the hamburger menu next to the Service Request you have open for a tool
3. Select Edit
4. Selecting Yes or No for Equipment Down will toggle your tool status to be In service or Out of Service
5. You can edit this status at any time by editing Open Service Requests

Equipment Down	Service Status
No	In Service
Yes	Out of Service

Document Library

View essential equipment documents by the manufacturer and add your own documents specific to your organization's needs.

All documents that are added are viewable by all organizations that have access to view the tool.

1. From the device detail page, select the Document Library tab.
2. Select the Add Document action from the hamburger menu in the far-right header column.
3. Choose a file to upload
4. Optionally update the file name and description.

Tools > Morabito 210104-0013

≡ **Summary**

MORABITO 210104-0013 📍

SERIAL NUMBER
210104-0013

LAST TOOL DATA UPLOAD
4/26/24, 4:17 PM

DAYS SINCE LAST UPDATED
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MANUFACTURER
CAPTIUM DEMO OEM

DEALER
CAPTIUM DEMO DEALER

STATUS
✓ IN SERVICE
CONNECTION
OFFLINE
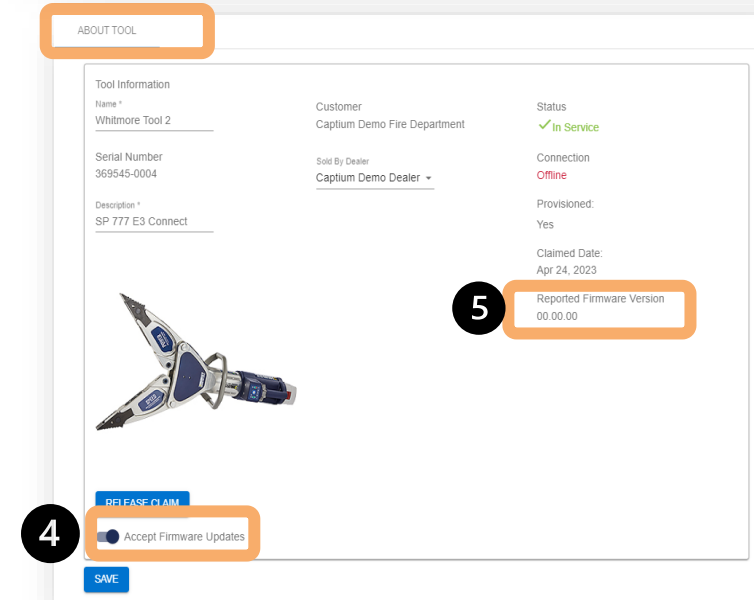
[ABOUT TOOL]

ALERTS   MAINTENANCE   RUN LOGS   **DOCUMENT LIBRARY**   LIFETIME USAGE STATS   RELATED DEVICE HISTORY   CONTACT

▣ **Document Library**

Search for documents...

Name	Description	Type	Asset Type	Asset Name	Serial Number	Customer	Created	Last Modified	≡

☁ Add Document

Items per page: 100   0 of 0   ‹ ›

ADD DOCUMENTS

[Choose Files]

Name	Size	Description
E3 Connect Captium Data Hub Admin Guide.pdf	1.7 MB	Description

[Upload] [Close]

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Updating Tool, Battery or Charger Firmware

Each time your tool connects and uploads data to the Captium Data Hub, the firmware version is compared to see if there is a recommended newer version for the tool, battery or charger.

When to Update Firmware

An alert will appear in the Rescue Tools List View Row and on the Alert Tab of the device pages indicating a new firmware version is available.

You can also set up email notifications to alert you when firmware needs updated from the Alert Administration section.

These updates should be carried out promptly.

Please allow about 10 minutes per tool to perform the updates.

Updating Tool, Battery or Charger Firmware

What You Need:

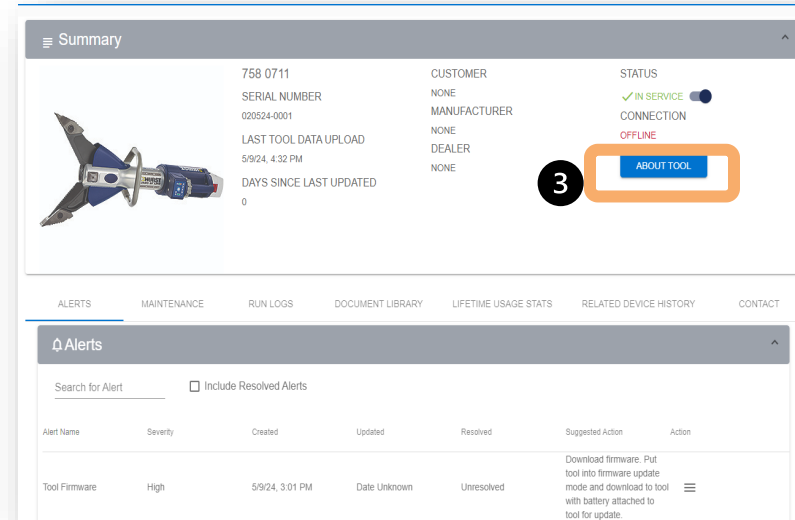- The Captium Data Hub (view.captiumconnect.com)
- Tools and battery installed within proximity of their known Wi-Fi access network

Getting Started

1. Log in to the Captium Data Hub
2. Locate the device you wish to update
3. Select the blue About button for the device
4. Confirm the Accept Firmware Updates is toggled on.
5. Note the current Reported Firmware Version

Continue instructions on next page >>

Updating Tool, Battery or Charger Firmware

Tool Actions

1. Start with the tool power off.
2. Turn the Star Grip all the way to the left (close position) and press and hold the Power button for seven seconds until the Wi-Fi symbol is solid.
3. After seven seconds, the Close indicator light flashes and the Power button illuminates red
4. Release the Power button first, then release the Star Grip
5. The tool will go through a series of actions that can last up to seven minutes. You will observe the following sequence on the control panel:
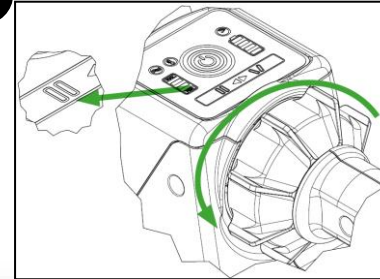   1. The Close symbol flashes and the red light on the power button illuminates.
   2. The Battery indicator on the control panel illuminates solid for one to two minutes
   3. Indicator bar illuminates green and starts to scroll from max to min for five to seven minutes to indicate the download
   4. All lights on the control panel turn off for about 10 seconds
   5. All the lights on the control panel turn on
   6. Only the Power button light illuminates for several seconds
   7. The Wi-Fi indicator and the Power button flash simultaneously while the Battery light bars illuminates solid for one to two minutes. The forward-facing tool LEDs also flash.
   8. Only the Power button illuminates in a solid state and signifies the process is complete
6. Perform a manual data upload to the Captium Data hub after the firmware update process is complete to confirm the version number has changed. Refer to the Manual Upload Data instructions
7. From the Captium Data Hub tool page and in the Alerts section, select the Firmware Update Alert. Select the Resolve Alert option from the Action menu to discontinue the notifications.
8. Repeat this process to update additional batteries and chargers.

Resources

Captium Data Hub – http://view.captiumconnect.com

Captium Data Hub Support Center – includes Videos and Manual https://captiumconnect.com/support-center/

E3 Connect Manual – https://www.jawsoflife.com

Contacting HURST

Call 800-537-2659

Send a request to firesafetytech@idexcorp.com