



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

The screenshot displays the 'Organizations' management interface. On the left, a sidebar contains navigation icons for various system components. The main area shows a list of organizations under the 'ORGANIZATIONS' tab. A search bar is provided above the list. A table lists organizations with columns for Name, Description, Type, In Network, and Action. A dropdown menu is open for the 'Captium Demo Fire Department' organization, highlighting the 'Organization Users' option. Below this, a modal form is open for adding a new user. The form includes a search bar for existing users, a table of current users, and a '+ ADD USER' button. The form fields are: 'User Login *' (with a red error message 'Login ID is required'), 'First Name *', 'Last Name *', and 'User Roles'. 'Save' and 'Cancel' buttons are at the bottom of the form.

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

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
Captium Demo Fire Department	Captium Demo Fire Department	Customer	Yes	<ul style="list-style-type: none"> Organization Users Edit Organization Remove

Items per page: 100 1 - 1 of 1

Organizations > Captium Demo Fire Department

Search for user...

First Name	Last Name	Login	Role	Action
Adam	[REDACTED]	[REDACTED]	Administrator	<ul style="list-style-type: none"> Edit User Remove User User Permissions
Jennifer	[REDACTED]	[REDACTED]	Administrator	<ul style="list-style-type: none"> Edit User Remove User User Permissions
Timothy	[REDACTED]	[REDACTED]	Administrator	<ul style="list-style-type: none"> Edit User Remove User User Permissions
Barry	[REDACTED]	[REDACTED]	Administrator	<ul style="list-style-type: none"> Edit User Remove User User Permissions
Gregg	[REDACTED]	[REDACTED]	Administrator	<ul style="list-style-type: none"> Edit User Remove User User Permissions

+ ADD USER

User Login *

Login ID is required

First Name *

Last Name *

User Roles

Save Cancel

Recommended User Role Permissions

<h2>🔒 User Permissions</h2> <ul style="list-style-type: none"><input checked="" type="checkbox"/> Create User<input checked="" type="checkbox"/> Delete User<input checked="" type="checkbox"/> Edit User<input checked="" type="checkbox"/> View User	<h2>🔒 Organization Permissions</h2> <ul style="list-style-type: none"><input type="checkbox"/> Create Organization<input type="checkbox"/> Delete Organization<input checked="" type="checkbox"/> Edit Organization<input checked="" type="checkbox"/> View Organization
<h2>🔒 Document Permissions</h2> <ul style="list-style-type: none"><input checked="" type="checkbox"/> Create Document<input checked="" type="checkbox"/> Delete Document<input checked="" type="checkbox"/> Edit Document<input checked="" type="checkbox"/> View Document	<h2>🔒 Service Request Permissions</h2> <ul style="list-style-type: none"><input checked="" type="checkbox"/> Create Service Request<input checked="" type="checkbox"/> Delete Service Request<input checked="" type="checkbox"/> Edit Service Request<input checked="" type="checkbox"/> View Service Request





Recommended Admin Role Permissions

<h2>Alert Permissions</h2> <ul style="list-style-type: none"><input checked="" type="checkbox"/> Create Alert<input checked="" type="checkbox"/> Delete Alert<input checked="" type="checkbox"/> Edit Alert<input checked="" type="checkbox"/> View Alert	<h2>Tool Permissions</h2> <ul style="list-style-type: none"><input checked="" type="checkbox"/> Add Tool<input checked="" type="checkbox"/> Configure Tool<input type="checkbox"/> Delete Tool<input checked="" type="checkbox"/> Update Tool<input checked="" type="checkbox"/> View Tool
<h2>Firmware Permissions</h2> <ul style="list-style-type: none"><input type="checkbox"/> Create Firmware<input type="checkbox"/> Delete Firmware<input type="checkbox"/> Edit Firmware<input checked="" type="checkbox"/> View Firmware	<h2>Charger Permissions</h2> <ul style="list-style-type: none"><input checked="" type="checkbox"/> Add Charger<input checked="" type="checkbox"/> Configure Charger<input checked="" type="checkbox"/> Delete Charger<input checked="" type="checkbox"/> Update Charger<input checked="" type="checkbox"/> View Charger





Recommended Admin Role Permissions

<h2>🔒 Device Permissions</h2> <ul style="list-style-type: none"><input checked="" type="checkbox"/> Claim Device<input type="checkbox"/> Delete Device<input type="checkbox"/> Enroll Device<input type="checkbox"/> Provision Device	<h2>🔒 Battery Permissions</h2> <ul style="list-style-type: none"><input checked="" type="checkbox"/> Add Battery<input checked="" type="checkbox"/> Configure Battery<input checked="" type="checkbox"/> Delete Battery<input checked="" type="checkbox"/> Update Battery<input checked="" type="checkbox"/> View Battery
<h2>🔒 Vehicle Permissions</h2> <ul style="list-style-type: none"><input checked="" type="checkbox"/> Add Vehicle<input checked="" type="checkbox"/> Configure Vehicle<input type="checkbox"/> Delete Vehicle<input checked="" type="checkbox"/> Update Vehicle<input checked="" type="checkbox"/> View Vehicle	




Recommended User Role Permissions

<h3> Alert Permissions</h3> <ul style="list-style-type: none"><input type="checkbox"/> Create Alert<input type="checkbox"/> Delete Alert<input type="checkbox"/> Edit Alert<input checked="" type="checkbox"/> View Alert	<h3> Tool Permissions</h3> <ul style="list-style-type: none"><input type="checkbox"/> Add Tool<input type="checkbox"/> Configure Tool<input type="checkbox"/> Delete Tool<input type="checkbox"/> Update Tool<input checked="" type="checkbox"/> View Tool
<h3> Firmware Permissions</h3> <ul style="list-style-type: none"><input type="checkbox"/> Create Firmware<input type="checkbox"/> Delete Firmware<input type="checkbox"/> Edit Firmware<input checked="" type="checkbox"/> View Firmware	<h3> Charger Permissions</h3> <ul style="list-style-type: none"><input type="checkbox"/> Add Charger<input type="checkbox"/> Configure Charger<input type="checkbox"/> Delete Charger<input type="checkbox"/> Update Charger<input checked="" type="checkbox"/> View Charger

Recommended User Role Permissions

<h3> Alert Permissions</h3> <ul style="list-style-type: none"><input type="checkbox"/> Create Alert<input type="checkbox"/> Delete Alert<input type="checkbox"/> Edit Alert<input checked="" type="checkbox"/> View Alert	<h3> Tool Permissions</h3> <ul style="list-style-type: none"><input type="checkbox"/> Add Tool<input type="checkbox"/> Configure Tool<input type="checkbox"/> Delete Tool<input type="checkbox"/> Update Tool<input checked="" type="checkbox"/> View Tool
<h3> Firmware Permissions</h3> <ul style="list-style-type: none"><input type="checkbox"/> Create Firmware<input type="checkbox"/> Delete Firmware<input type="checkbox"/> Edit Firmware<input checked="" type="checkbox"/> View Firmware	<h3> Charger Permissions</h3> <ul style="list-style-type: none"><input type="checkbox"/> Add Charger<input type="checkbox"/> Configure Charger<input type="checkbox"/> Delete Charger<input type="checkbox"/> Update Charger<input checked="" type="checkbox"/> View Charger

Recommended User Role Permissions

<h3> Device Permissions</h3> <ul style="list-style-type: none"><input type="checkbox"/> Claim Device<input type="checkbox"/> Delete Device<input type="checkbox"/> Enroll Device<input type="checkbox"/> Provision Device	<h3> Battery Permissions</h3> <ul style="list-style-type: none"><input type="checkbox"/> Add Battery<input type="checkbox"/> Configure Battery<input type="checkbox"/> Delete Battery<input type="checkbox"/> Update Battery<input checked="" type="checkbox"/> View Battery
<h3> Vehicle Permissions</h3> <ul style="list-style-type: none"><input type="checkbox"/> Add Vehicle<input type="checkbox"/> Configure Vehicle<input type="checkbox"/> Delete Vehicle<input type="checkbox"/> Update Vehicle<input checked="" type="checkbox"/> View Vehicle	

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.

The screenshot displays the 'Organizations > Captium Demo Fire Department' page. A table lists users with columns for First Name, Last Name, Login, and Role. Two users are listed: 'QA Customer Admin' (Role: Administrator) and 'QA Customer User' (Role: User). The 'QA Customer User' row has a yellow highlight and a hamburger menu icon. A dropdown menu is open for this user, showing options: 'Edit User', 'Remove User', 'User Permissions', and 'Resend Invite' (highlighted in yellow). The left sidebar shows navigation options: Locator, Service Dashboard, Vehicles, Equipment, Documents, Access Management, Organizations (selected), Users, Alert Administration, Fleet Run Log, and Help.

First Name	Last Name	Login	Role	
QA	Customer Admin	[REDACTED]	Administrator	☰
QA	Customer User	[REDACTED]	User	☰

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

The screenshot illustrates the steps to edit a user in the IDEX Fire & Safety system. The main interface shows the 'Organizations' section with a table of organizations. A hamburger menu is selected for the 'Captium Demo Fire Department' organization, opening a dropdown menu where 'Organization Users' is selected. This opens a modal window showing a list of users for that organization. The 'Edit User' option is selected for the user 'Timothy'. This opens a second modal window showing the 'Edit User' form with fields for 'User Login *', 'First Name *', 'Last Name *', and 'User Roles'. The 'Save' button is highlighted in blue.

Name	Description	Type ↑	In Network	Action
Captium Demo Fire Department	Captium Demo Fire Department	Customer	Yes	<ul style="list-style-type: none"> Organization Users Edit Organization Remove

First Name	Last Name	Login	Role	Action
Adam	[REDACTED]	[REDACTED]	Administrator	<ul style="list-style-type: none"> Edit User Remove User User Permissions
Jennifer	[REDACTED]	[REDACTED]	Administrator	<ul style="list-style-type: none"> Edit User Remove User User Permissions
Timothy	[REDACTED]	[REDACTED]	Administrator	<ul style="list-style-type: none"> Edit User Remove User User Permissions
Barry	[REDACTED]	[REDACTED]	Administrator	<ul style="list-style-type: none"> Edit User Remove User User Permissions
Gregg	[REDACTED]	[REDACTED]	Administrator	<ul style="list-style-type: none"> Edit User Remove User User Permissions

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

The screenshot displays the IDEX Fire & Safety interface. The top panel shows the 'Organizations' section with a table of organizations. The 'Action' column for the 'Captium Demo Fire Department' row is highlighted, showing a hamburger menu. The bottom panel shows the 'Organization Users' list for the selected organization, with the 'Remove User' option highlighted for the user 'Barry'.

Name	Description	Type	In Network	Action
Captium Demo Fire Department	Captium Demo Fire Department	Customer	Yes	Organization Users, Edit Organization, Remove

First Name	Last Name	Login	Role	Action
Adam	[REDACTED]	[REDACTED]	Administrator	[Hamburger Menu]
Jennifer	[REDACTED]	[REDACTED]	Administrator	[Hamburger Menu]
Timothy	[REDACTED]	[REDACTED]	Administrator	Edit User
Barry	[REDACTED]	[REDACTED]	Administrator	Remove User
Gregg	[REDACTED]	[REDACTED]	Administrator	User Permissions

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.


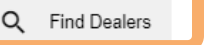
Organizations

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
Captium Demo Fire Department	Captium Demo Fire Department	Customer	Yes	 


Items per page: 100 1 - 1 of 1 < >

Dealers

Search Dealers

Close

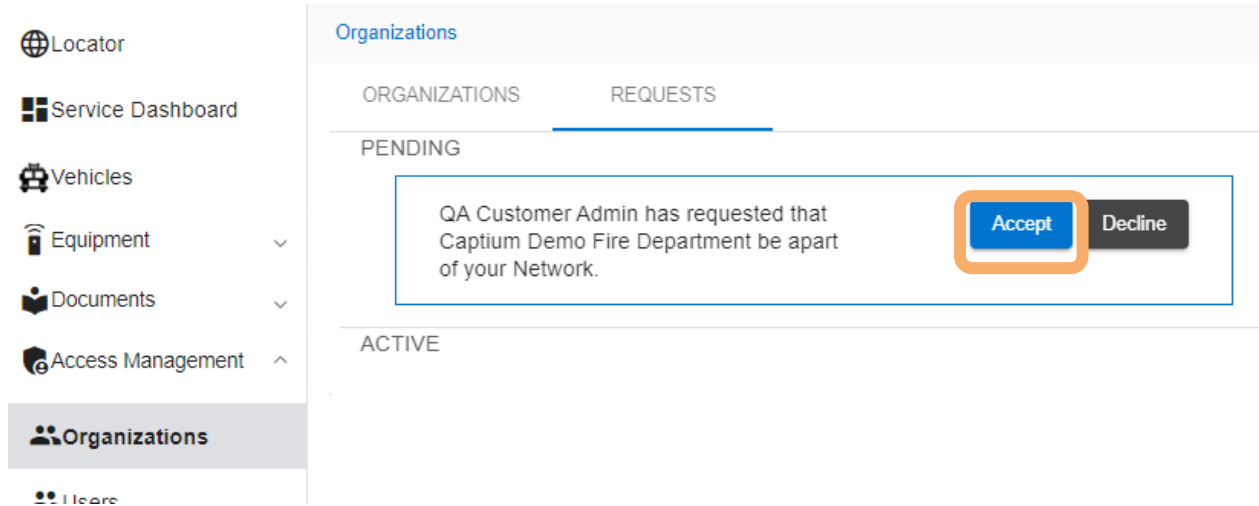
Captium Demo Dealer Wooster, Ohio United States of America



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

The screenshot displays the IDEX Fire & Safety web application interface. On the left is a navigation menu with the following items: Locator, Service Dashboard, Vehicles, Equipment (with a dropdown arrow), Documents (with a dropdown arrow), Access Management (with an up arrow), Organizations (highlighted in grey), and I Learn. The main content area is titled 'Organizations' and has two tabs: 'ORGANIZATIONS' and 'REQUESTS'. The 'REQUESTS' tab is active. Under the 'PENDING' section, there is a notification box with the text: 'QA Customer Admin has requested that Captium Demo Fire Department be apart of your Network.' To the right of this text are two buttons: 'Accept' (highlighted with an orange border) and 'Decline'. Below the pending request is an 'ACTIVE' section which is currently empty.

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

Personal Information

Production: [Redacted]

First Name: [Redacted] Last Name: [Redacted]

Preferred Email Address: [Redacted] Phone Number: [Redacted]

Language: [Redacted] Locale: United States

Who Can See My Personal Data?

OEMs can only access vehicle data, but not your personal data. Dealers can see equipment data associated with your organization, but not your personal data.

Organizations With Permission to See Your Data

OEM: [Redacted]

Dealer: [Redacted]

Manage Personal Data

Data Subject Rights

For further information regarding your personal data processed and to exercise your data subject rights, please send an email to firesafetylech@idexcorp.com or privacy@idexcorp.com. If your outreach is strictly regarding data removal, select the "Remove my Personal Data" button below.

Remove my Personal Data

If you want to delete your personal data, select the "Remove my personal data" button.

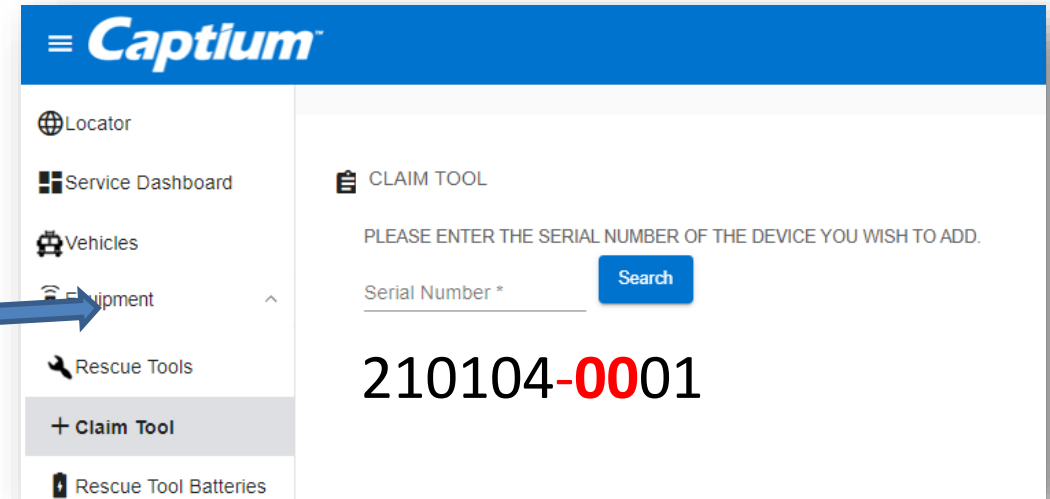
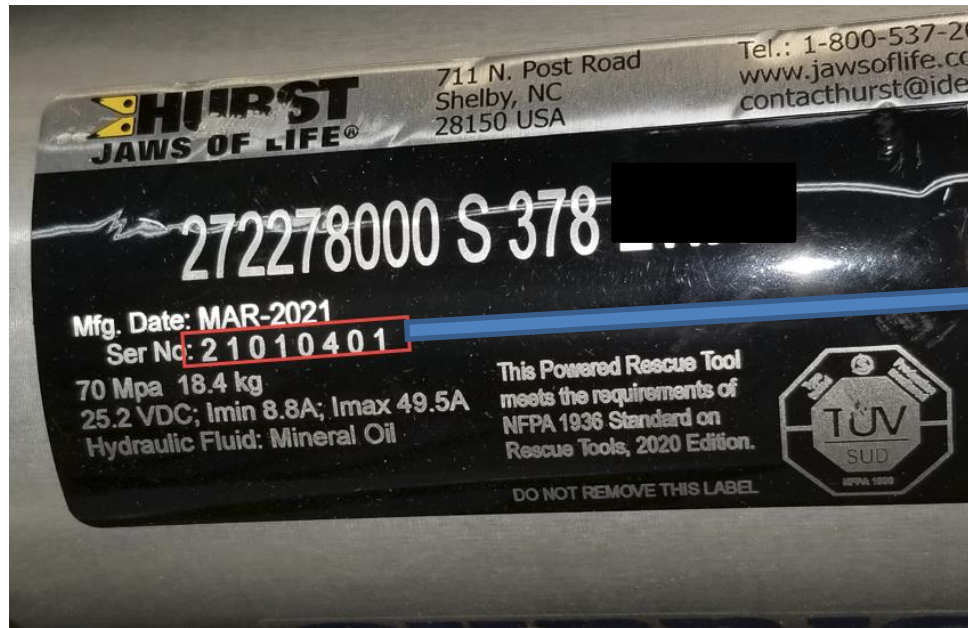
Remove my Personal Data

Documents

[Download Terms & Conditions](#)

[Download Privacy Policy](#)

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.

 CLAIM TOOL

Name *
JH Tool

Description *
110722-0001 110722-000


Sold By Dealer
Captium Demo Dealer ▾

Type: SC 758 E3C Combi
Serial Number: 110722-0001

ABOUT TOOL

Tool Information

Name *	Customer	Status
JH Tool	Captium Demo Fire Department	✓ In Service
Serial Number	Sold By Dealer	Connection
110722-0001	Captium Demo Dealer ▾	Offline
Description *	Provisioned:	
110722-0001 110722-000	Yes	
	Claimed Date:	
	Jun 29, 2023	
	Reported	
	Firmware Version	
	00.00.00	



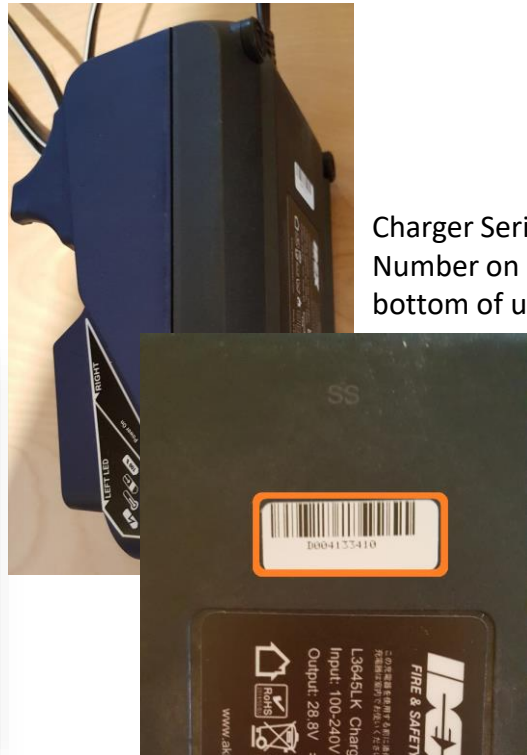
Accept Firmware Updates

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

CLAIM BATTERY

PLEASE ENTER THE SERIAL NUMBER OF THE DEVICE YOU WISH TO ADD.

Serial Number *

CLAIM BATTERY

Name *


Description *

Type: 9 Ah Saltwater

Serial Number: 22222222

ABOUT BATTERY

Battery Information		Status
Name *	Customer	✓ In Service
22222222	Captium Demo Fire Department	
Serial Number	Sold By Dealer	Claimed Date:
22222222	Captium Demo Dealer	Jun 29, 2023
Description *		Reported Firmware Version
22222222 22222222		




Accept Firmware Updates

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

ABOUT TOOL

Tool Information		
Name *	Customer	Status
Whitmore Tool 2	Captium Demo Fire Department	✓ In Service
Serial Number	Sold By Dealer	Connection
369545-0004	Captium Demo Dealer ▾	Offline
Description *	Provisioned:	
SP 777 E3 Connect	Yes	
	Claimed Date:	
	Apr 24, 2023	
	Reported Firmware Version	
	00.00.00	
RELEASE CLAIM		
<input checked="" type="checkbox"/> Accept Firmware Updates		
SAVE		

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



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](#)

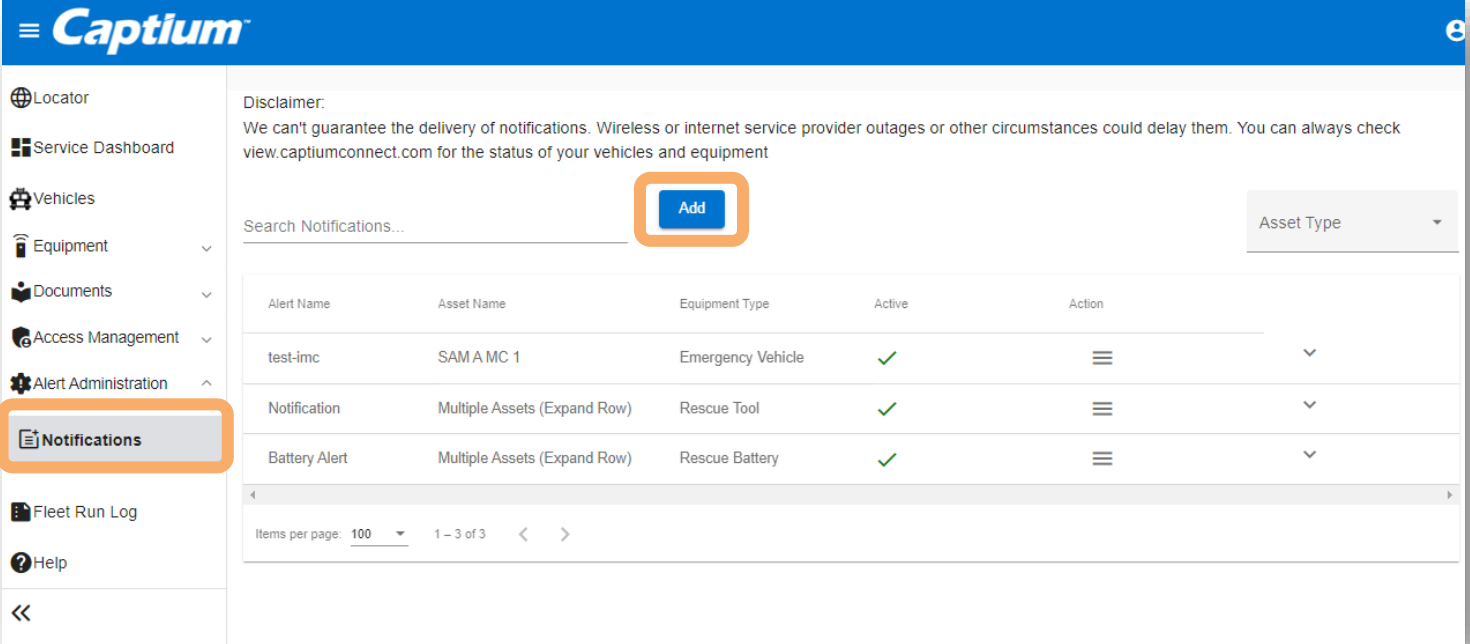
[Manage this Alert Notification.](#)

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

Do not respond to this email. This mailbox is not monitored.
IDEX Fire & Safety respects your privacy. Please read our [Privacy Statement](#).
© IDEX Fire & Safety 2024

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.



Captium

Locator
Service Dashboard
Vehicles
Equipment
Documents
Access Management
Alert Administration
Notifications
Fleet Run Log
Help

Disclaimer:
We can't guarantee the delivery of notifications. Wireless or internet service provider outages or other circumstances could delay them. You can always check view.captiumconnect.com for the status of your vehicles and equipment

Search Notifications... **Add** Asset Type

Alert Name	Asset Name	Equipment Type	Active	Action
test-imp	SAMA MC 1	Emergency Vehicle	✓	⋮
Notification	Multiple Assets (Expand Row)	Rescue Tool	✓	⋮
Battery Alert	Multiple Assets (Expand Row)	Rescue Battery	✓	⋮

Items per page: 100 1 - 3 of 3 < >

Alert Notification Set up

Step 1: Properties

- Give this notification a friendly name
- Select the Equipment Type

The screenshot displays the 'Alert Notification Set up' interface. At the top, a progress bar shows five steps: 1 Properties, 2 Assets, 3 Alert Rules, 4 Users, and 5 Review and Create. Step 1 is currently active and highlighted in blue. Below the progress bar, the 'Properties' form is shown. It includes a 'Notification Name' field with the text 'Tool Roll Notification' and an 'Equipment Type' dropdown menu. Both fields are enclosed in an orange rounded rectangle. Below the form is a blue 'Next' button.

Alert Notification Set up

Step 2: Assets

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

The screenshot displays the 'Assets' step of the alert notification setup process. The interface includes a progress bar at the top with steps 1 through 5. Step 2, 'Assets', is currently active. Below the progress bar, there is a 'Show All' checkbox which is checked. A search bar is present above a list of assets. The assets list contains the following items:

Asset Name	Count
<input type="checkbox"/> Police Tool	0
<input type="checkbox"/> Harry 230105-0001	3365
<input type="checkbox"/> Harry 522	3365
<input type="checkbox"/> Harry 777	3365
<input type="checkbox"/> Harry Hopper	3365
<input type="checkbox"/> Harry Hopper Demo	3365
<input type="checkbox"/> Hopper 789 E3C	3365
<input type="checkbox"/> G. Whitmore-Demo Tool	3365
<input type="checkbox"/> G. Whitmore-Demo Tool	3365

Below the asset list are 'Back' and 'Next' buttons. To the right of the asset list is a 'Summary of Alert Subscription' box containing the text 'Alert Subscription Name' and 'Tool Roll Notification'. The bottom navigation bar shows steps 3, 4, and 5, which are currently inactive.

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

[Properties](#)
[Assets](#)
3 Alert Rules

Search _____

Alert Rule	Apply	Notify Dealer	Notify OEM
Drop Alert	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Motor Current Alert	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Severe Cut Alert	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tool Efficiency Alert	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tool Electronics Temperature Alert	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tool Firmware	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Back
Next

4 Users
5 Review and Create

Summary of Alert Subscription

Alert Subscription Name
Tool Roll Notification

Selected Assets

Name	Remove
Barry Hopper Demo	✖
Bonser 789 E3C	✖

Alert Notification Set up

Step 4: Users

- Select the users at your organization to be notified

Properties

Assets

Alert Rules

4 Users

Search

Notify Everyone

<input type="checkbox"/>	Timott	idexcorp.com
<input type="checkbox"/>	Barry	idexcorp.com
<input type="checkbox"/>	Gregg	idexcorp.com
<input checked="" type="checkbox"/>	Production Customer Admin	nicrosoft.com
<input checked="" type="checkbox"/>	Prod Customer User	nicrosoft.com
<input type="checkbox"/>	Anthony	idexcorp.com
<input type="checkbox"/>	Lawrenc	idexcorp.com
<input type="checkbox"/>	Michael	idexcorp.com
<input type="checkbox"/>	Michael Faught	idexcorp.com

Back Next


5 Review and Create

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

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

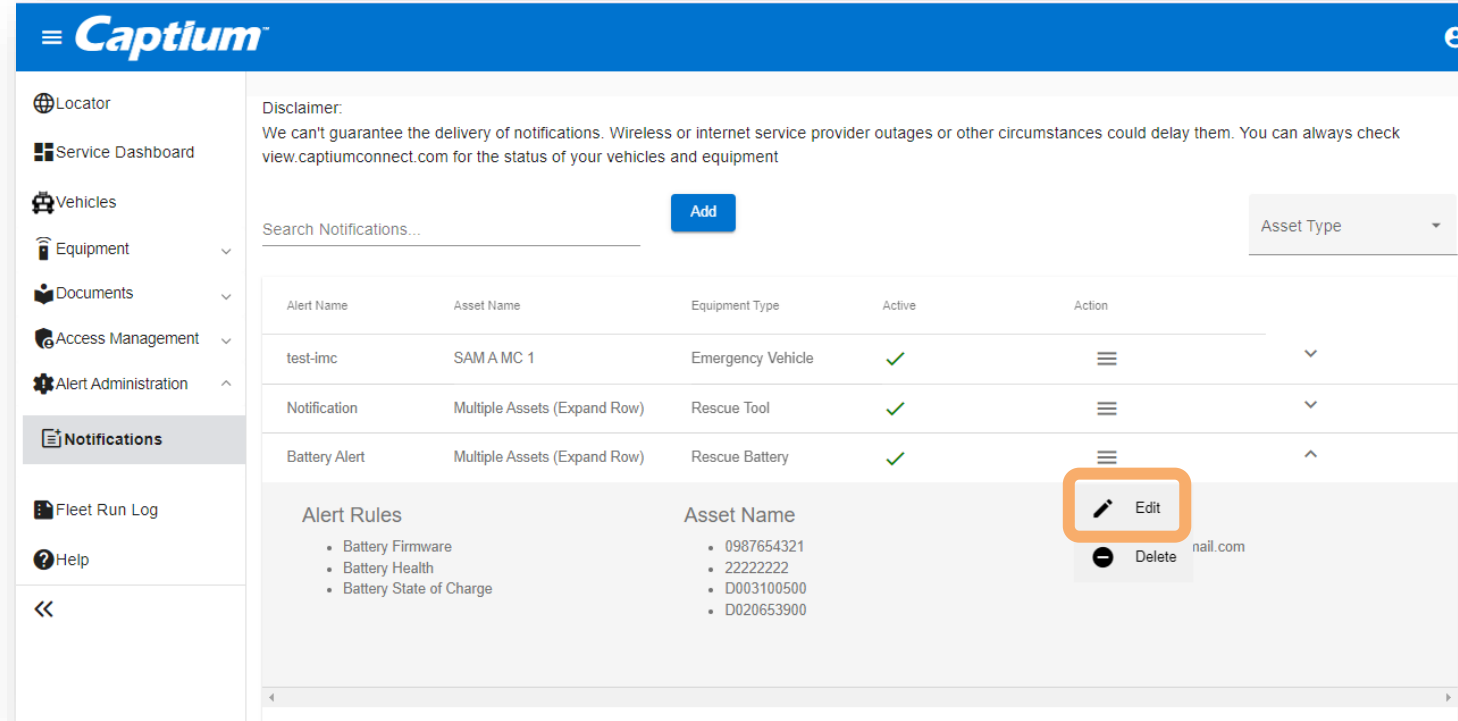
prod

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



The screenshot shows the Captium web interface. The left sidebar contains navigation options: Locator, Service Dashboard, Vehicles, Equipment, Documents, Access Management, Alert Administration, Notifications (highlighted), Fleet Run Log, and Help. The main content area displays a disclaimer, a search bar, and a table of notification preferences. The table has columns for Alert Name, Asset Name, Equipment Type, Active status, and Action. The 'Battery Alert' row is selected, and its action menu is open, showing 'Edit' and 'Delete' options. The 'Edit' button is highlighted with an orange box.

Alert Name	Asset Name	Equipment Type	Active	Action
test-imp	SAM A MC 1	Emergency Vehicle	✓	⋮
Notification	Multiple Assets (Expand Row)	Rescue Tool	✓	⋮
Battery Alert	Multiple Assets (Expand Row)	Rescue Battery	✓	⋮

Alert Rules

- Battery Firmware
- Battery Health
- Battery State of Charge

Asset Name

- 0987654321
- 22222222
- D003100500
- D020653900

Action Menu: Edit, Delete

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

The screenshot displays the Captium web interface. On the left is a navigation menu with items: Locator, Service Dashboard, Vehicles, Equipment, Documents, Access Management, Alert Administration, Notifications (highlighted), Fleet Run Log, and Help. The main content area shows a disclaimer, a search bar, and a table of notifications. A red modal box is overlaid at the top right, asking 'Are you sure you wish to DELETE this subscription?' with a 'DELETE' button. Below the table, the 'Alert Rules' section for 'Asset Name' is visible, listing rules like 'Battery Firmware', 'Battery Health', and 'Battery State of Charge'. An orange box highlights the 'Delete' button in the action column of the table.

Alert Name	Asset Name	Equipment Type	Active	Action
test-ipc	SAM A MC 1	Emergency Vehicle	✓	⋮
Notification	Multiple Assets (Expand Row)	Rescue Tool	✓	⋮
Battery Alert	Multiple Assets (Expand Row)	Rescue Battery	✓	⋮

Alert Rules

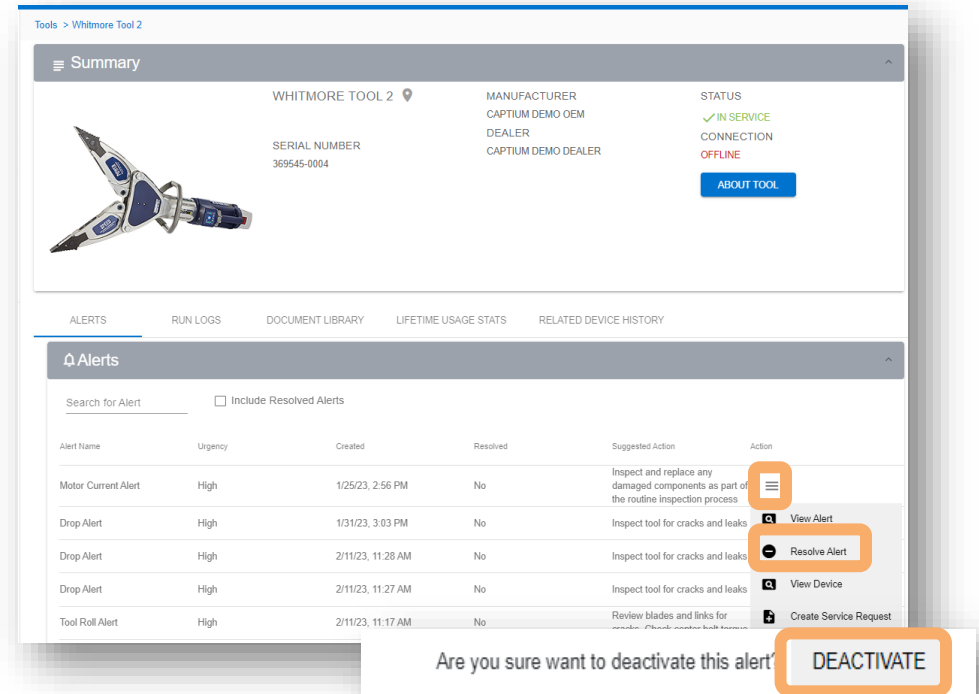
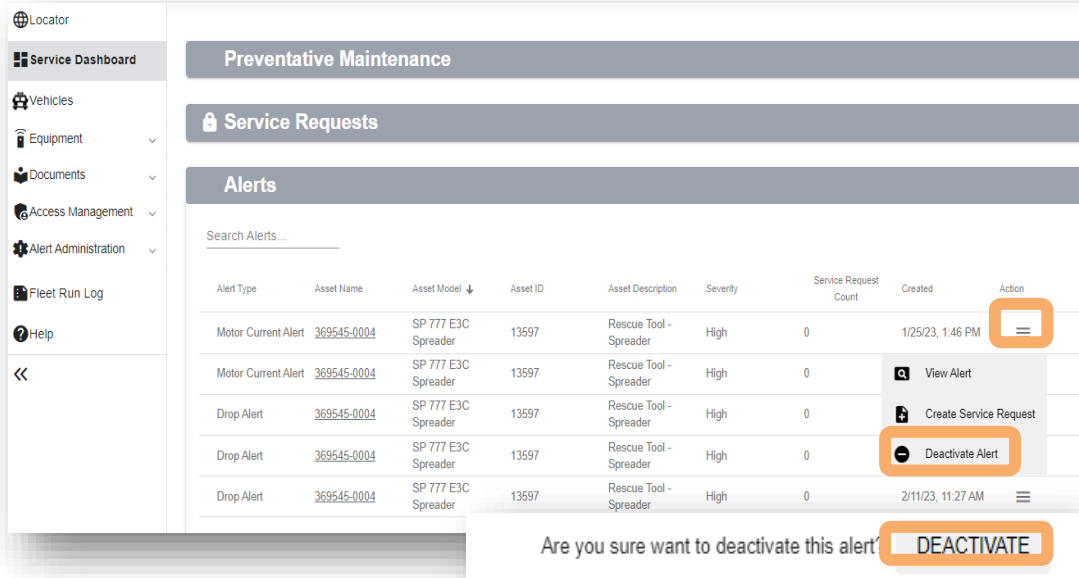
- Battery Firmware
- Battery Health
- Battery State of Charge

Asset Name

- 0987654321
- 22222222
- D003100500
- D020653900

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

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.

ALERTS
RUN LOGS
DOCUMENT LIBRARY
LIFETIME USAGE STATS
RELATED DEVICE HISTORY

Alerts

Search for Alert Include Resolved Alerts

Alert Name	Urgency	Created	Resolved	Suggested Action	Acti
Drop Alert	High	9/24/22, 2:26 PM	Yes	Inspect tool for cracks and leaks	
Drop Alert	High	9/24/22, 2:26 PM	Yes	Inspect tool for cracks and leaks	
Tool Roll Alert	High	9/24/22, 2:26 PM	Yes	Review blades and links for cracks. Check center bolt torque	
Tool Submerged Fresh Water	Low	9/24/22, 2:26 PM	Yes	Rinse, clean and treat tool to prevent corrosion	
Tool Submerged in Salt Water	High	8/1/22, 2:37 AM	Yes	Rinse, clean and treat tool to prevent corrosion	

ADD SERVICE REQUEST

Equipment / Apparatus: Alicie Test Tool
Serial Number: 919191-1234

Request

Notify* Dealer Manufacturer

Equipment Down* Yes No

Subject* Drop Alert Inspection Requested

Severity* Medium

Specify Severity of this alert

Alerts

Drop Alert

Issue description

Additional Recipient Email
email@email.com

Save
Cancel

From: <alerts@captiumconnect.com>
Date: Tue, May 31, 2022 at 10:27 AM
Subject: Service Request for [customer organization name]

To: <dealer contact email>

Captium

You have received a Service Request from [user first and last name] with [customer organization name]

Severity Level: [Description/Subject field]

Asset Name: [Description/Subject field]

Asset Type: [tool or vehicle or battery or charger]

Serial Number: [serial number]

Equipment Down: [yes or no]

Subject: [Description/Subject field]

Description of Issue: [More information field]

Please contact [user first and last name] at [user email address] at your earliest convenience to assess the issue.

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

Do not respond to this email. This mailbox is not monitored.
IDEX Fire & Safety respects your privacy. Please read our [Privacy Statement](#).
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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.

10224203 - ENGINE 1

PRODUCTION ORDER NUMBER 10224203

VIN NUMBER 10224203

DEALER CAPTIUM DEMO DEALER

LAST VEHICLE UPLOAD 3/4/23, 3:36 PM EST

4G, LTE LAST SEEN: JUN 30, 2023 11:29:58 PM EST

SIGNAL STRENGTH: -106 DBM, MARGINAL

Live Stream: Off

Truck Available

STATUS OFFLINE

ABOUT VEHICLE

ALERTS / SERVICE REQUESTS PREVENTATIVE MAINTENANCE RUN LOG REPORT ENGINE / CHASSIS

Alerts

Service Requests

Search Service Reque... Include Resolved Requests

Date	Subject	Severity	Action
10/19/22	test 10-19-22	Medium	Resolve Edit
10/19/22	test 10-19-22	Medium	Resolve Edit
10/19/22	10-19-22 test	Medium	Resolve Edit

EDIT SERVICE REQUEST

Equipment / Apparatus:

Request

Equipment Down*
 Yes No

Subject *
 Test Tool Service Reques

Severity *
 Medium

Describe your issue *
 this is my issue

Specify Severity of this alert

EDIT SERVICE REQUEST

Equipment / Apparatus:

Request

Response


Service Notes


Resolve This Request

Manage Tools Service Status

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

Summary



MORABITO 210104-0013 

SERIAL NUMBER
210104-0013

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

DAYS SINCE LAST UPDATED
5

MANUFACTURER
CAPTIUM DEMO OEM

DEALER
CAPTIUM DEMO DEALER

STATUS
✓ IN SERVICE

CONNECTION
OFFLINE

ABOUT TOOL

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

Service Requests

Search Service Reque... Include Resolved Requests

Date ↓	Customer	Requester	Equipment / Apparatus	Production Number	Subject	Equipment Down	Severity	Resolved	Action
7/26/23	Captium Demo Fire Department	prod.customer.admin@cap	210104-0013		test	Yes	Critical	No	
7/26/23	Captium Demo Fire Department	prod.customer.admin@cap	919191-2000		test	Yes	Medium	No	Resolve
7/18/23	Captium Demo Fire Department	jhfun2run@gmail.com	110722-0001		Testing Alert to Service Request	No	Medium	No	Edit
7/3/23	Captium Demo Fire Department	prod.customer.admin@cap	230205-0089		Service Request Test for Shott 789	No	Low	No	

EDIT SERVICE REQUEST

Equipment / Apparatus:

Request

Equipment Down*
 Yes No

Subject *
 Test Tool Service Reques

Severity *
 Medium

Describe your issue *
 this is my issue

Response

Save **Cancel**

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
17

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
Items per page: 100 0 of 0 < >								

 [Add Document](#)

ADD DOCUMENTS

[Choose Files](#)

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

[Upload](#) [Close](#)

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.

The screenshot shows the Captium Data Hub interface. On the left, a navigation menu includes 'Locator', 'Service Dashboard', 'Vehicles', 'Equipment', 'Tool Dashboard', 'Rescue Tools' (highlighted), 'Rescue Tool Batteries', 'Rescue Tool Chargers', 'Documents', and 'Access Management'. The main area displays a search for tool '020524-0001'. Below this is a table with columns: Tool Name, Type, Serial Number, Organization Name, Alerts, Status, and Service Requests. A row for tool '758 0711' (Type: SC 758 E3C Combi, Serial Number: 020524-0001) shows 3 alerts and an active status. A bar chart titled 'Active Alerts: 3' shows 'Firmware' as the primary alert type. Other metrics include Total In Use Time (0:00:00), Total Runs (54), Status (Active), Last Known Connection (Thursday, 09 May 2024), Last Transmitted (5/9/2024 20:35:56 UTC+00:00), and Service Requests (0).

The screenshot shows the 'Summary' page for tool 758 0711. It includes fields for SERIAL NUMBER (020524-0001), LAST TOOL DATA UPLOAD (5/9/24, 4:32 PM), and DAYS SINCE LAST UPDATED (0). A 'CUSTOMER' field is set to NONE. The status is 'IN SERVICE' (toggle on), and the connection is 'OFFLINE'. An 'ABOUT TOOL' button is present. Below the summary is an 'Alerts' section with a search bar and a checkbox for 'Include Resolved Alerts'. An alert table is shown with the following data:

Alert Name	Severity	Created	Updated	Resolved	Suggested Action	Action
Tool Firmware	High	5/9/24, 3:01 PM	Date Unknown	Unresolved	Download firmware. Put tool into firmware update mode and download to tool with battery attached to tool for update.	

Updating Tool, Battery or Charger Firmware

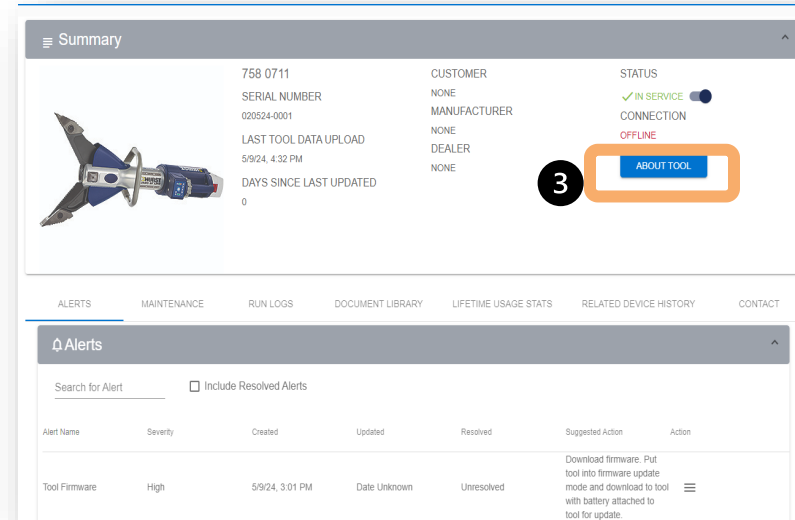
What You Need:

- 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 >>



Summary

758 0711
SERIAL NUMBER
020524-0001
LAST TOOL DATA UPLOAD
5/9/24, 4:32 PM
DAYS SINCE LAST UPDATED
0

CUSTOMER
NONE
MANUFACTURER
NONE
DEALER
NONE

STATUS
✓ IN SERVICE
CONNECTION
OFFLINE

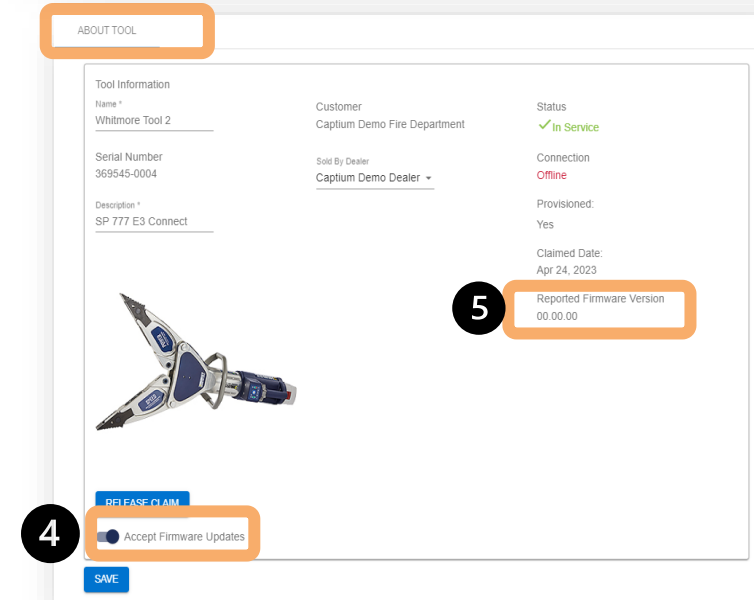
ABOUT TOOL

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

Alerts

Search for Alert Include Resolved Alerts

Alert Name	Severity	Created	Updated	Resolved	Suggested Action	Action
Tool Firmware	High	5/9/24, 3:01 PM	Date Unknown	Unresolved	Download firmware: Put tool into firmware update mode and download to tool with battery attached to tool for update.	



ABOUT TOOL

Tool Information

Name *
Whitmore Tool 2

Customer
Captium Demo Fire Department

Status
✓ In Service

Serial Number
369545-0004

Sold By Dealer
Captium Demo Dealer

Connection
Offline

Description *
SP 777 E3 Connect

Provisioned:
Yes

Claimed Date:
Apr 24, 2023

Reported Firmware Version
00.00.00

RELEASE CLAIM

Accept Firmware Updates

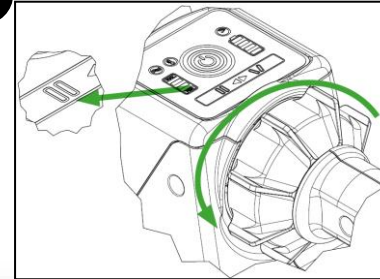
SAVE

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 illuminate 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.

2



Tools > 758 0711

Summary



758 0711

SERIAL NUMBER
020524-0001

LAST TOOL DATA UPLOAD
5/9/24, 4:32 PM

DAYS SINCE LAST UPDATED
5

CUSTOMER
NONE

MANUFACTURER
NONE

DEALER
NONE

STATUS
✓ IN SERVICE
OFFLINE

CONNECTION

[ABOUT TOOL](#)

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

Alerts

Search for Alert Include Resolved Alerts

Alert Name	Severity	Created	Updated	Resolved	Suggested Action	Action
Tool Firmware	High	5/9/24, 3:01 PM	Date Unknown	Unresolved	Download firmware. Put tool into firmware update mode and download to tool with battery attached to tool for update.	<div style="border: 1px solid orange; padding: 2px;"> ☰ </div> <div style="border: 1px solid orange; padding: 2px;"> ➔ View Alert </div>
Tool Firmware	High	5/9/24, 3:01 PM	Date Unknown	Unresolved	Download firmware. Put tool into firmware update mode and download to tool with battery attached to tool for update.	<div style="border: 1px solid orange; padding: 2px;"> ➔ Resolve Alert </div> <div style="border: 1px solid orange; padding: 2px;"> 🔍 View Log </div>

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