



# E3 Connect Captium Data Hub Onboarding Guide for End Users

OUR TRUSTED BRANDS



# Learning Sections

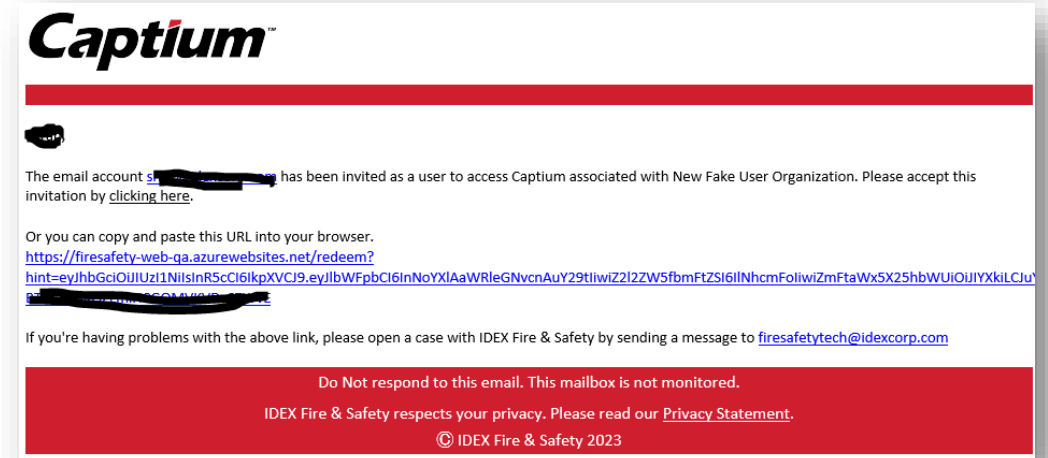
- Organization setup & admin users
- Tool Setup
- Captium Data Hub Tour

# Pre-Tool Delivery

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# End User Organization & User Setup

- Register your department and admin user here:  
<https://captiumconnect.com/account-request/>  
They will receive an email invite to activate their access. Please whitelist emails from the domain [captiumconnect.com](mailto:captiumconnect.com). The email invitation will be sent from [alerts@captiumconnect.com](mailto:alerts@captiumconnect.com)
- The first Customer Admin user will be prompted to
  1. Verify contact information and set their password
  2. Accept Terms & Conditions
  3. Select dealers or OEMs they grant permission to see their tool data
  4. Add users from their organization
  5. Claim tools to add to their account



# New Administrator Setup

1. Verify contact information and set password
2. Accept Terms & Conditions

< Cancel

**Captium™**

Please provide the following details.

Verified Email Address  
sarahdormanhay@gmail.com

Verified Given Name  
Sarah - test QA

Verified Surname  
Customer Admin

Preferred Language  
Preferred Language

Country  
Country

New Password

Confirm New Password

Create

< Cancel

**Captium™**

**User Details**

Please provide the following details.

> General Terms & Conditions  
Download Terms & Conditions Accept

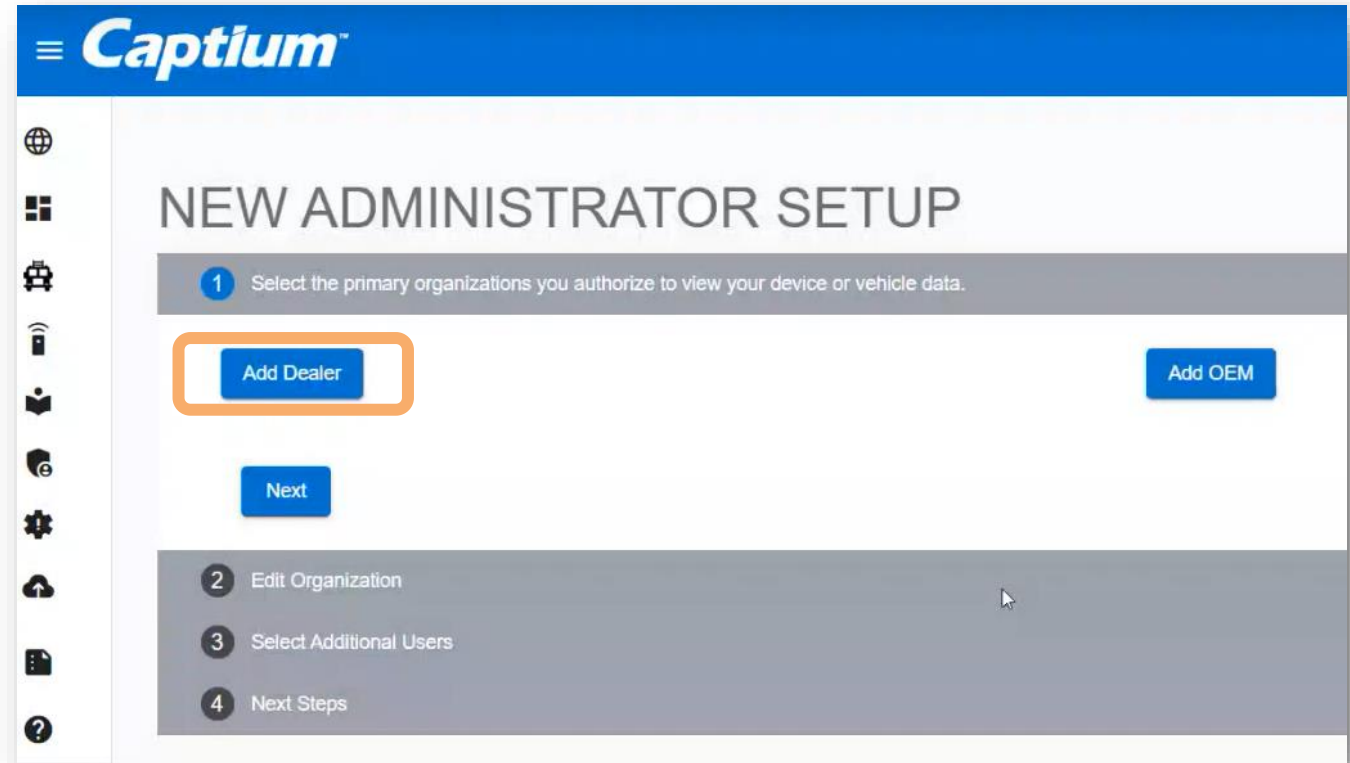
> Terms of Use  
Download Terms of Use Accept

> Privacy Policy

Submit & Complete Registration

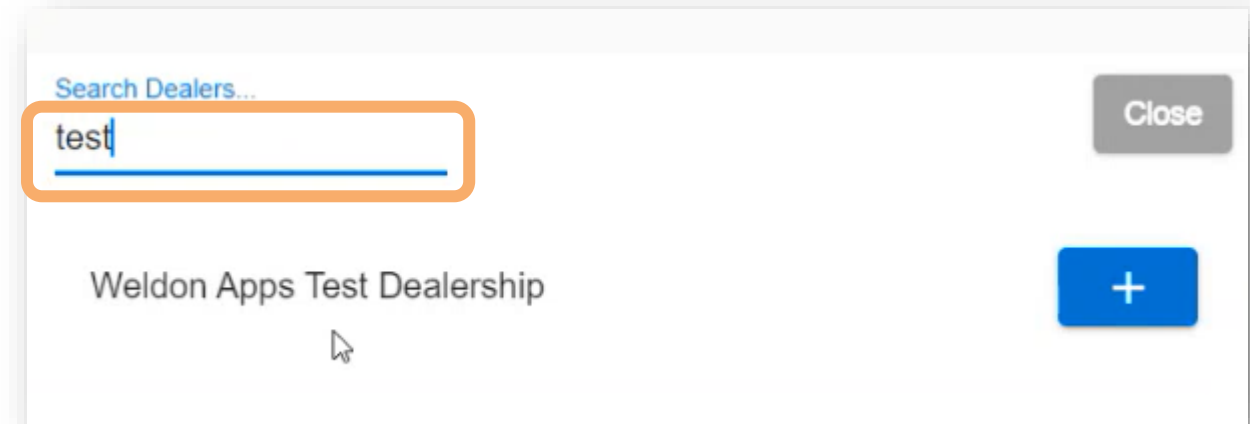
# New Administrator Setup

- As the administrator for your organization, you will be asked to select dealers or OEMs you grant permission to see your tool data.
- Select the Add Dealer button to find a dealer to grant permission to your tool data.



# New Administrator Setup

1. Enter the name of the HURST authorized dealer you grant permission to see your data.
2. Click the Plus button add them.



# New Administrator Setup

When you return to the first step, you can add another dealer or continue.

## NEW ADMINISTRATOR SETUP

- 1 Select the primary organizations you authorize to view your device or vehicle data.
  - Add Dealer
  - Add OEM
  - Weldon Apps Test Dealership Remove
  - Next
- 2 Edit Organization
- 3 Select Additional Users
- 4 Next Steps



# New Administrator Setup

Select the Remove button to revoke permission to the dealer or OEM.

The screenshot displays the 'NEW ADMINISTRATOR SETUP' interface. At the top, a grey bar contains the title 'NEW ADMINISTRATOR SETUP' and a numbered instruction: '1 Select the primary organizations you authorize to view your device or vehicle data.' Below this, there are two columns of buttons: 'Add Dealer' on the left and 'Add OEM' on the right. Under 'Add Dealer', two organizations are listed: 'Weldon Apps Test Dealership' and 'E-ONE DEALERSHIP'. Each has a 'Remove' button next to it. The 'Remove' button for 'Weldon Apps Test Dealership' is highlighted with an orange border. Under 'Add OEM', one organization is listed: 'dev-test-00' with a 'Remove' button. At the bottom left, there is a blue 'Next' button. At the bottom, a grey bar contains a numbered list of steps: '2 Edit Organization', '3 Select Additional Users', and '4 Next Steps'.

# New Administrator Setup

Confirm or update your organization details

## NEW ADMINISTRATOR SETUP

1 Select the primary organizations you authorize to view your device or vehicle data.

2 Edit Organization

**Details**

Organization Name *	Primary Phone Number
IDEX	4406225278
Organization Description	Secondary Phone Number
IDEX	614-512-8110
Service Email *	
icuba@idexcorp.com	
Web Site	

**Address**

Country *	State/Province *
Zambia ▼	Florida ▼
Address Line 1 *	City *
123 myhouse	Chicago

# New Administrator Setup

Add users from your organization to access the Captium Data Hub for your organization by selecting the Add User button

The screenshot shows a three-step setup process. Step 1 is 'Select the primary organizations you authorize to view your device or vehicle data.' Step 2 is 'Edit Organization'. Step 3 is 'Select Additional Users', which is the current step. The main content area contains the instruction 'Select authorized users to access the Captium Data Hub for your organization.' Below this, it states 'There are no users to show'. There are two buttons: 'Add User' (highlighted with an orange border) and 'Next'. At the bottom, a progress bar shows step 4 as 'Next Steps'.

- 1 Select the primary organizations you authorize to view your device or vehicle data.
- 2 Edit Organization
- 3 Select Additional Users

Select authorized users to access the Captium Data Hub for your organization.

There are no users to show

**Add User**

Next

- 4 Next Steps

# New Administrator Setup

- Enter their contact information, select their role. Select Add to continue.
- You can select multiple users to add to your organization

**NEW ADMINISTRATOR SETUP**

- 1 Select the primary organizations you authorize to view your device or vehicle data.
- 2 Edit Organization
- 3 Select Additional Users

Select authorized users to access the Captium Data Hub for your organization.

There are no users to show

[Add User](#)

[Next](#)

4 Next Steps

**User Login \***

**First Name \***

**Last Name \***

User Roles

[Cancel](#) [Add](#)

# New Administrator Setup

Next, you can select Claim Tool to gain access to your tool data.

## NEW ADMINISTRATOR SETUP

- Select the primary organizations you authorize to view your device or vehicle data.
- Edit Organization
- Select Additional Users
- 4 Next Steps

To gain access to your vehicle or tool data, select Claim Vehicle or Claim Tool. Be sure to have your serial number handy.

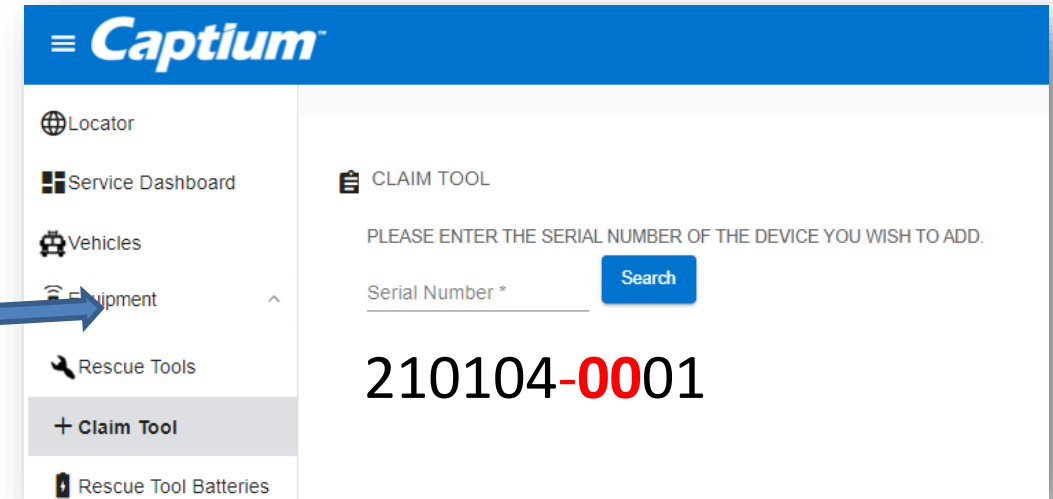
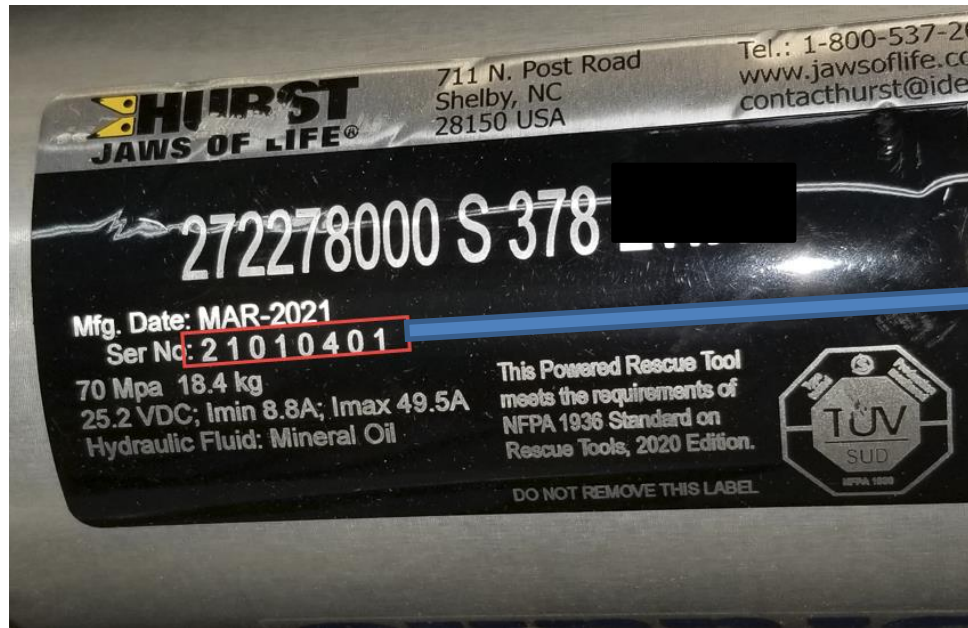
Claim Vehicle  
Claim Tool  
Continue To Site

# Post-Tool Delivery

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Claiming your Tool

# 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

Cancel Claim

### 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	



RELEASE CLAIM

Accept Firmware Updates

SAVE

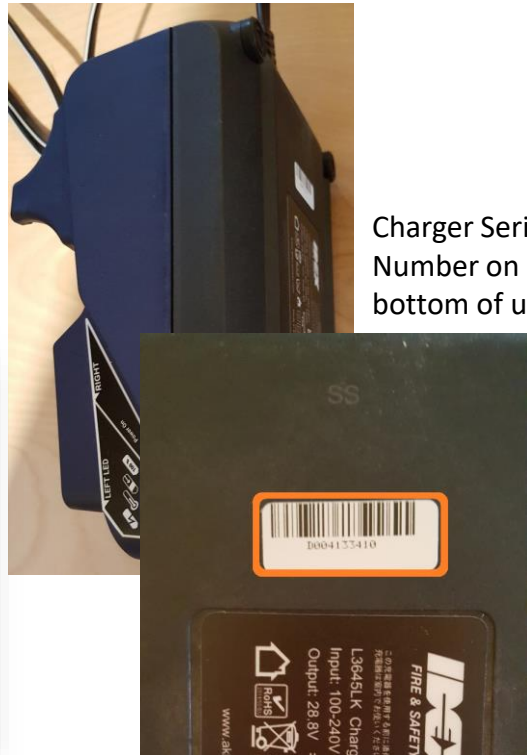


# Claiming Your Batteries and Chargers

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

# Connecting your Tool

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How data is sent

Requirements

Configuring your tool Wi-Fi connection

# Sending Data



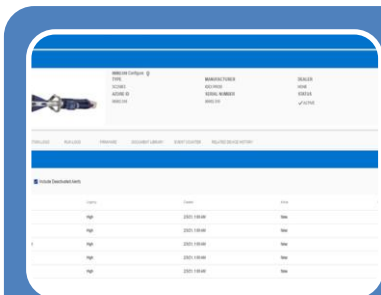
## Data Collection Directly from the Tool

- E3 automatically collects data from the tool, battery, and charger when activated
- After 20 minutes of inactivity E3 will attempt to push data through the Wi-Fi connection, should it fail to get a connection 3 times it will wait 45min and make a final attempt



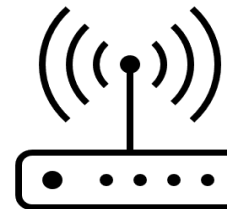
## Data is Transferred Via Wi-Fi

- Each E3 CONNECT Tool is equipped with a Wi-Fi enabled chip
- Valid Wi-Fi networks are configured by the user



## Data is uploaded via Wi-Fi Router Connection

- Tools can store up to 10 unique Wi-fi networks and will connection the strongest signal when it's time to send data
- Collected data is visible in Captium shortly after the send process starts



# Connection Requirements

Any new off-the-shelf Wi-Fi router with 802.11b/g/n 2.4GHz with internet connection in range of the tool. Not compatible with 5GHz or higher.

OR

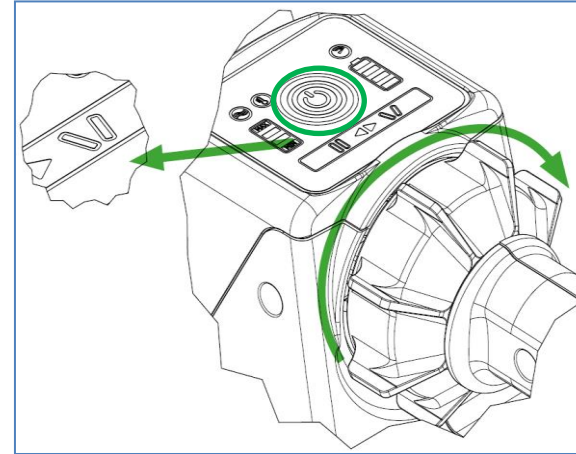
A cellphone or computer with Wi-Fi to connect to the tool to configure it. The cellphone must

## 6.1. SETTING DIFFERENT OPERATING MODES

Mode	Operating step	Display on the control panel
Firmware update	Hold the star grip in the closed position + ON/OFF for 7 seconds	Close symbol flashes + red light on main switch lights up
Self-test	Hold the star grip in the open position + ON/OFF for 7 seconds	Open symbol flashes + close symbol lights up
Protocol upload	Hold the star grip in the closed position + ON/OFF for 15 seconds	Close symbol flashes + red light on main switch lights up + WiFi symbol lights up
Router mode	Hold the star grip in the open position + ON/OFF for 15 seconds	Open symbol flashes + close symbol and WiFi light up

# Enable Tool Router Mode

1. Start with the tool power off
2. Hold the star-wheel in the open position, while pressing and holding the power button for 15 seconds.
  - The open symbol will flash. The close symbol and the Wi-Fi symbol will illuminate in a solid state.



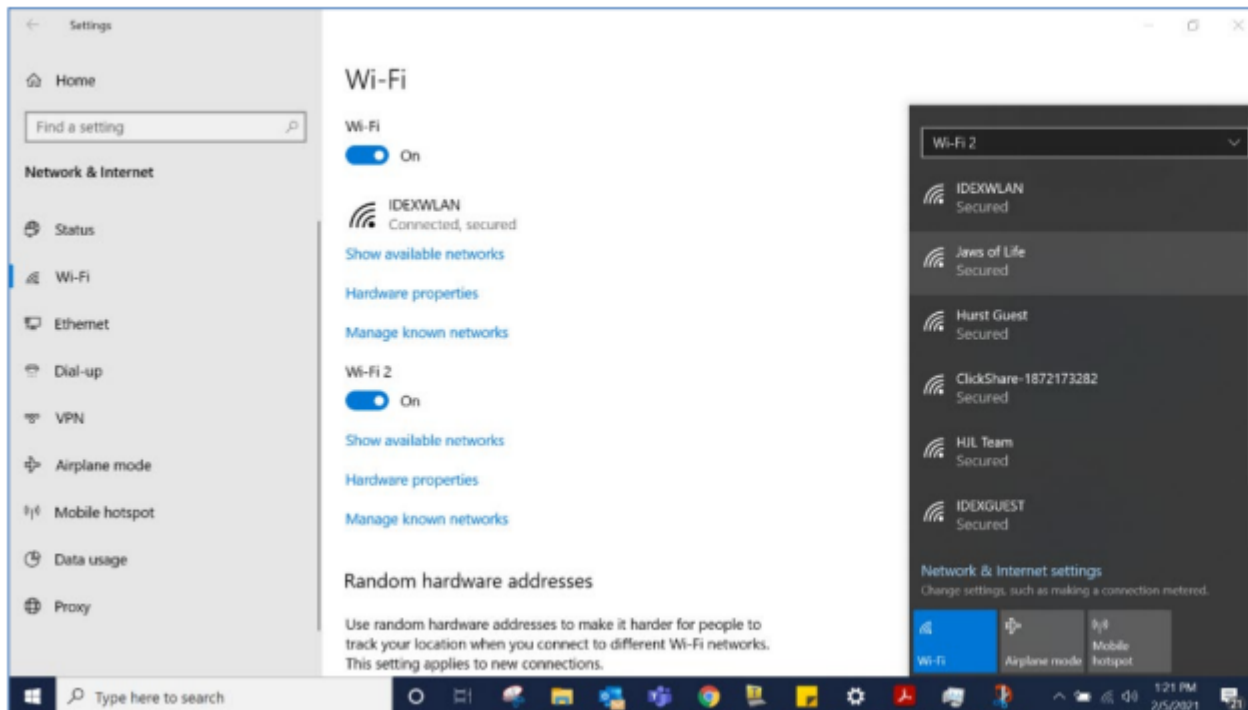
3. Once the Wi-Fi icon is illuminated, release the power button first, then the star-wheel



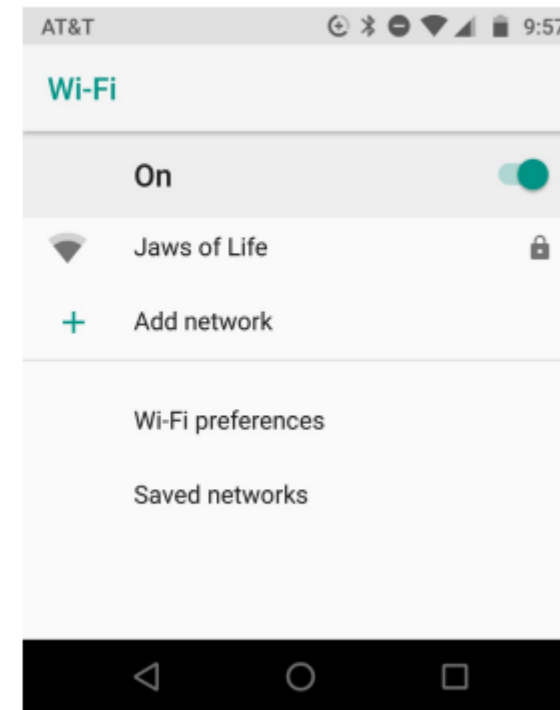
# Configuring the Tool to Connect to the Wi-Fi Access Point

1. Using a computer or **phone**, go to your Wi-Fi Settings and select, “Jaws of Life”
2. Connect to this network
3. When prompted, enter the password, 12345678
4. Save the settings

## PC View



## Cellphone View



# Configuring the Tool to Connect to the Wi-Fi

1. Open a web browser on the laptop or **cell phone** that is connected to the Jaws of Life Wi-Fi and go to <http://192.168.66.1>
  - **You could also scan the QR code on the tool serial tag.**  
**This will open the eDraulic Wi-Fi Configuration Guide**
2. Click on the Network SSID drop down and select your local Wi-Fi network. This should be the Wi-Fi network that your tool should connect with when in range.
3. Enter the password for the Wi-Fi network you are connecting to. Passwords are required for secure access.
4. Select Save if you are connecting to one network.
5. If you need to enter multiple networks, select Next and enter up to 10 access points.
6. Select Finish when complete
7. You will see a screen confirming that your information was saved

Select your local network Wi-Fi or hotspot

Enter the required password

Click Save if complete or Next to enter the next Wi-Fi

Configuration saved.  
WiFi will now be disconnected and the configuration will be applied.



# Tool Successful Connecting to Wi-Fi Access Point

1. The tool's LED lights, and the Wi-Fi icon will flash.
2. All the bars on the battery indicator on the tool dash will light up solid after about 35 seconds and stay solid.
3. When the Wi-Fi icon stops flashing and turns off, this indicates your tool connection is successful.

This process could take up to two minutes.



# Tool Not Successful Connecting to Wi-Fi Access Point

1. The tool's LED lights, and the Wi-Fi icon flash intermittently.
2. The battery indicator on the tool dash lights up solid after about 25 seconds.
3. Then some of the battery indicator bar lights turn off one at a time.
4. This sequence of lights on the battery indicator may repeat for several minutes.

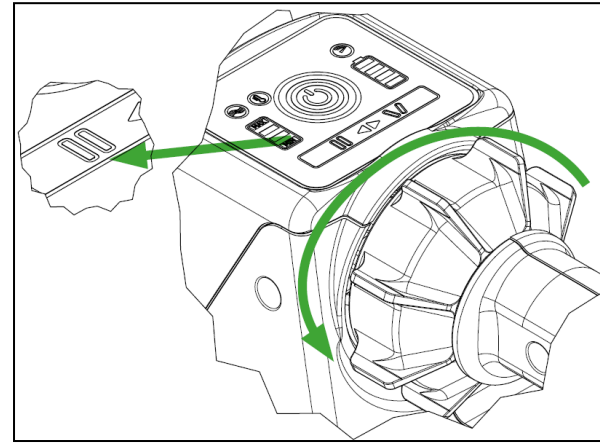
If your tool exhibits this behavior, while trying to connect to the Wi-Fi Access point, you will need to start the process again at the Enable Your Tools Access Point step. It's likely that you need to re-enter the password again.



# Manually Upload Data

If the tool does not send data during the automatic send cycle, you can also manually trigger a send whenever you are Wi-Fi range.

1. For GPS data to be visible, upload the tool data while outside under a clear sky.
2. Start with the tool power off
3. Hold the star-wheel in the Close position, while pressing and holding the power button, for 15 seconds
4. Once the Wi-Fi icon illuminates, release the power button and star-wheel
5. The battery light illuminates first.
6. After 30 seconds, the Data Transfer indicator illuminates, and data transfer has commenced. The data transfer lasts from 30 seconds to 7 minutes.
7. Once the data transfer is complete, the green bars stop rotating on the indicator and the tool will power off.
8. Log in to [view.captiumconnect.com](http://view.captiumconnect.com) to see the data logs for the tool



# Unsuccessful Data Upload

1. Wi-Fi icon illuminates as a solid light
2. The battery indicator on the tool dash lights up solid after about 25 seconds.
3. Some of the battery indicator bar lights turn off one at a time.
4. This sequence of lights on the battery indicator repeats for several minutes.
5. The Max Min data transfer indicator will never illuminate
6. After failing to upload, the Wi-Fi icon light turns off
7. The tool stays power on



# Captium Data Hub Site Basics

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- Locator Map
- Dashboard
- Tools
  - Run Logs
- Alerts
- Service Requests
- Batteries
- Chargers

# E3 Connect – Device Management

- Upload location and status of every connected tool
- All registered tools are visible in the Captium cloud
- Filter on tools with critical status indicators
- Color Status Indicators
  - **GREEN** – Tool is ready for Use
  - **YELLOW** – Alert / notification of service date is present
  - **RED** – Tool is out of service

The screenshot displays the Captium web interface. On the left, a sidebar contains navigation icons. The main content area is divided into two sections: a list of tools and a map. The tool list includes details for four tools, with the first two highlighted by an orange box. The map shows the United States with colored pins indicating tool locations: green for 'ready for use', yellow for 'alert', and red for 'out of service'.

**Captium**

VEHICLES TOOLS

Out of Service Active Alerts

Product Type: SP 555 E3C Spreader  
CUSTOMER: Hurst Fire Department  
STATUS: Active  
Active Alerts: 0  
Last Known connection date/time: 6/1/22, 10:35 AM  
View Details

**MORABITO S378**

Product Type: S 378 E3C Cutter  
CUSTOMER: Hurst Fire Department  
STATUS: Active  
Active Alerts: 0  
Last Known connection date/time: 11/28/22, 11:24 AM  
View Details

**JACKSONVILLE S789**

Product Type: S 789 E3C Cutter  
CUSTOMER: Not Set  
STATUS: Active  
Active Alerts: 0  
Last Known connection date/time: 7/16/22, 10:54 AM  
View Details

**TIM SHOTT S789E3T**

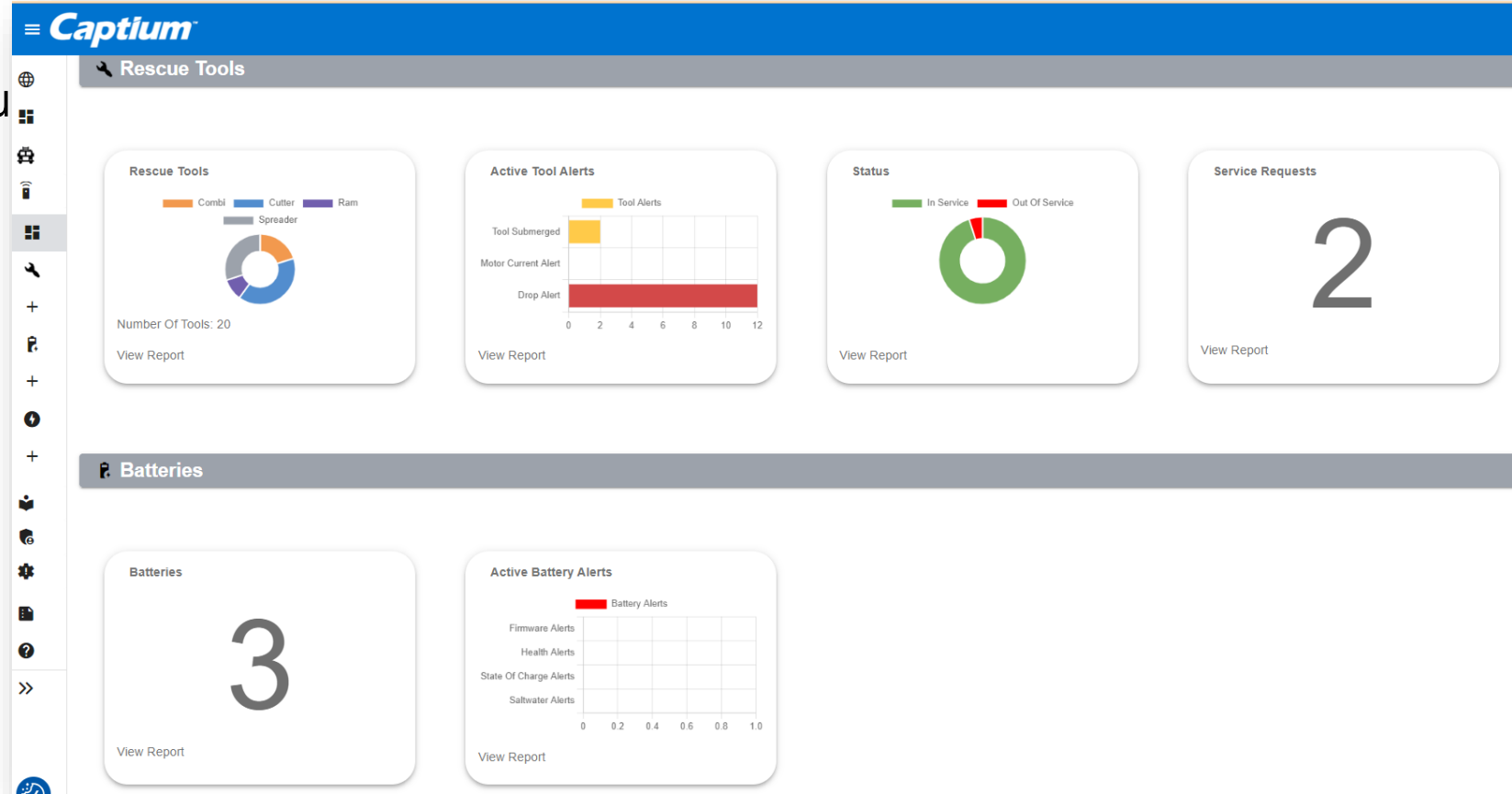
Product Type: S 789 E3C Cutter  
CUSTOMER: Not Set  
STATUS: Active  
Active Alerts: 0  
Last Known connection date/time: 6/14/22, 11:38 AM  
View Details

# Health Dashboard for Equipment

View the overall health of your connected equipment from a single dashboard so you can identify issues at-a -glance.

## Keep tabs on your tools and batteries

- Maintain inventory visibility
- Monitor active alerts with early fault detection
- Manage Service Requests



# Equipment

View all the connected tools, batteries and chargers in your fleet

- Search for a specific tool using the search bar and entering a value in the columns shown in the table.
- View the health of each tool and battery from the expandable device list views with the addition of visual graphs so users can be assured of ready-to-serve equipment or act immediately to address issues.

**Captium**

Tools

Search for tool...

Tool Name	Type	Alerts	Status	Service Request
<a href="#">JH Tool</a>	<a href="#">SC 758 E3C Combi</a>	1	●	1
<a href="#">Morabito 210104-0013</a>	<a href="#">S 378 E3C Cutter</a>	2	●	0
<a href="#">Shott 555 E3C</a>	<a href="#">SP 555 E3C Spreader</a>		●	0
<a href="#">Morabito 220205-0078</a>	<a href="#">SP 555 E3C Spreader</a>		●	0
<a href="#">Barry 522</a>	<a href="#">R 522 E3C Ram</a>		●	0
<a href="#">Barry 777</a>	<a href="#">SP 777 E3C Spreader</a>	2	●	0

Total In Use Time: 19:00:00  
 Total Runs: 68  
 Status: Active  
 Last Known Connection: Sunday, 04 June 2023  
 Last Transmitted: 10/10/2023 15:07:42 UTC+00:00  
 Service Request(s): 0

VIEW DETAILS

Active Alert(s): 2

1	0	1
Drop Alert	Tool Submersion	Severe Load

0 Firmware Alert | 0 Health Alert | 0 Salt Water Alert | 0 State of Charge Alert

State Of Charge: 0% | State Of Health: 0%  
 0% | 0%  
 23% | 100%

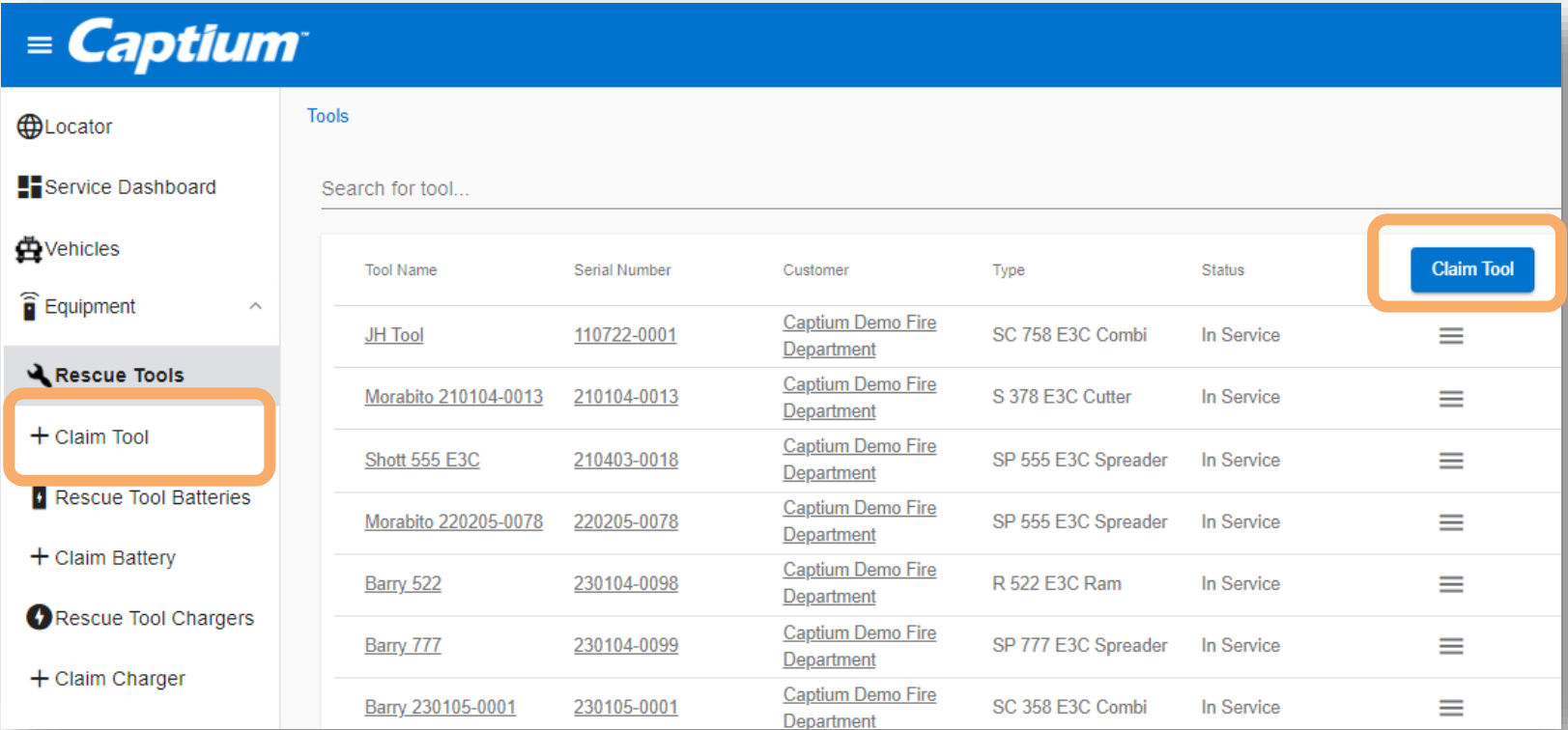
State Of Charge: 23% | State Of Health: 100%



# Equipment Section

- Customers can view all the connected tools, batteries and chargers in their fleet while a dealer will see all the equipment where end users have granted permission.

1. Once you claim your tools, you can see all tools that belong to your organization or granted permission
2. Search for a specific tool using the search bar and entering and value in the columns shown in the table.



The screenshot shows the Captium web application interface. The sidebar on the left contains navigation options: Locator, Service Dashboard, Vehicles, Equipment, Rescue Tools (highlighted with an orange box), Rescue Tool Batteries, and Rescue Tool Chargers. The main content area is titled 'Tools' and features a search bar labeled 'Search for tool...'. Below the search bar is a table with the following columns: Tool Name, Serial Number, Customer, Type, Status, and a 'Claim Tool' button (highlighted with an orange box). The table contains several rows of tool data.


Tool Name	Serial Number	Customer	Type	Status	Claim Tool
<a href="#">JH Tool</a>	<a href="#">110722-0001</a>	<a href="#">Captium Demo Fire Department</a>	SC 758 E3C Combi	In Service	☰
<a href="#">Morabito 210104-0013</a>	<a href="#">210104-0013</a>	<a href="#">Captium Demo Fire Department</a>	S 378 E3C Cutter	In Service	☰
<a href="#">Shott 555 E3C</a>	<a href="#">210403-0018</a>	<a href="#">Captium Demo Fire Department</a>	SP 555 E3C Spreader	In Service	☰
<a href="#">Morabito 220205-0078</a>	<a href="#">220205-0078</a>	<a href="#">Captium Demo Fire Department</a>	SP 555 E3C Spreader	In Service	☰
<a href="#">Barry 522</a>	<a href="#">230104-0098</a>	<a href="#">Captium Demo Fire Department</a>	R 522 E3C Ram	In Service	☰
<a href="#">Barry 777</a>	<a href="#">230104-0099</a>	<a href="#">Captium Demo Fire Department</a>	SP 777 E3C Spreader	In Service	☰
<a href="#">Barry 230105-0001</a>	<a href="#">230105-0001</a>	<a href="#">Captium Demo Fire Department</a>	SC 358 E3C Combi	In Service	☰

# Rescue Tool Page

1. Once you claim your tools, you can see all tools that belong to your organization or granted permission
2. Search for a specific tool using the search bar and entering and value in the columns shown in the table.

Tools > Morabito 220205-0078

## Summary



MORABITO 220205-0078

SERIAL NUMBER  
220205-0078

MANUFACTURER  
CAPTIUM DEMO OEM  
DEALER  
CAPTIUM DEMO DEALER

STATUS  
✓ IN SERVICE  
CONNECTION  
OFFLINE

[ABOUT TOOL](#)

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

## Run Logs

Activity Start Time	Activity End Time	Upload Date	Run Log ID	Action
4/24/23, 7:43 AM	4/24/23, 7:43 AM	5/3/23, 12:19 PM	11	☰
4/11/23, 8:19 PM	4/11/23, 8:21 PM	5/3/23, 12:19 PM	10	☰
1/19/23, 11:27 AM	1/19/23, 11:29 AM	1/19/23, 11:20 AM	8	☰
1/19/23, 11:19 AM	1/19/23, 11:24 AM	1/19/23, 11:20 AM	7	☰
12/13/22, 2:24 PM	12/13/22, 2:24 PM	1/19/23, 11:20 AM	6	☰

Items per page: 5 | 1 - 5 of 8 < >

# About Tool

From the main Tool page, select the About Tool button to view more technical details about the tool.

Tools > Morabito 220205-0078

☰ Summary
↑

MORABITO 220205-0078 📍

SERIAL NUMBER

MANUFACTURER  
CAPTIUM DEMO OEM

DEALER  
CAPTIUM DEMO DEALER

STATUS  
✓ IN SERVICE

CONNECTION  
OFFLINE


ABOUT TOOL

Tools > Morabito 220205-0078 > About Tool

ABOUT TOOL

**Tool Information**

<p>Name *</p> <p>Morabito 220205-0078</p> <hr/> <p>Serial Number</p> <p>220205-0078</p> <hr/> <p>Description *</p> <p>220205-0078</p> <hr/>	<p>Customer</p> <p>Captium Demo Fire Department</p> <hr/> <p>Sold By Dealer</p> <p>Captium Demo Dealer ▾</p> <hr/>	<p>Status</p> <p><span style="color: green;">✓ In Service</span></p> <hr/> <p>Connection</p> <p><span style="color: red;">Offline</span></p> <hr/> <p>Provisioned:</p> <p>Yes</p> <hr/> <p>Claimed Date:</p> <p>Apr 24, 2023</p> <hr/> <p>Reported Firmware Version</p> <p>51.05.09</p>
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RELEASE CLAIM

Accept Firmware Updates

SAVE

RELATED DEVICE HISTORY

Action	
☰	
☰	
☰	
☰	
☰	

Items per page: 5 1 – 5 of 8 < >

# Run Log Data

- From the Run Logs tab, select View Run Log from the Action column from any run to view the details.
- Run logs show total power on time, temperature, current, voltage, last connected battery and charger and more.

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

☰ Run Logs

Activity Start Time	Activity End Time	Upload Date	Run Log ID	Action
4/24/23, 7:43 AM	4/24/23, 7:43 AM	5/3/23, 12:19 PM	11	☰
4/11/23, 8:19 PM	4/11/23, 8:21 PM	5/3/23, 12:19 PM	10	🔍 View Run Log
1/19/23, 11:27 AM	1/19/23, 11:29 AM	1/19/23, 11:20 AM	8	📄 Download
1/19/23, 11:19 AM	1/19/23, 11:24 AM	1/19/23, 11:20 AM	7	☰
12/13/22, 2:24 PM	12/13/22, 2:24 PM	1/19/23, 11:20 AM	6	☰

DEVICE PROPERTIES ALERTS **RUN LOG DATA**

☰ Run Log Data

Search for telemetry...

Tool Power on Time (mm:ss)	Tool Electronic Temperature (°F/°C)	Battery Current (Amps)	Battery Voltage (V)	Battery Temperature (°F/°C)	Battery Serial Number	Battery Type	Charger Serial Number	Charger Type	Total In Use Time
29:00	84.2 / 29	-11.56	26.408	82.7 / 28.2	D006924-900	9 Ah	D001911-400	unknown	55
29:00	84.2 / 29	-14.79	26.398	82.7 / 28.2	D006924-900	9 Ah	D001911-400	unknown	55
29:00	84.2 / 29	-14.28	26.391	82.7 / 28.2	D006924-900	9 Ah	D001911-400	unknown	55
29:02	84.2 / 29	-0.13	27.135	82.7 / 28.2	D006924-900	9 Ah	D001911-400	unknown	55

# Alerts

The screenshot shows the Captium web application interface. The top navigation bar includes the Captium logo and a notification bell with a red '52' badge. A left sidebar contains various navigation options like Locator, Service Dashboard, Vehicles, Equipment, Rescue Tools, etc. The main content area is divided into two sections: a 'Summary' section for a specific tool and an 'Alerts' section.

**Summary Section:**

- Tool Name:** ALICIE TEST TOOL
- Image:** A blue and silver rescue tool.
- Serial Number:** 919191-1234
- Customer:** CAPTIUM DEMO FIRE DEPARTMENT
- Manufacturer:** NONE
- Dealer:** NONE
- Status:** IN SERVICE (with a green checkmark icon)
- Connection:** OFFLINE (with a red X icon)
- Action:** ABOUT TOOL (button)

**Alerts Section:**

Search for Alert  Include Resolved Alerts

Alert Name	Urgency	Created	Resolved	Suggested Action	Action
Tool Firmware	High	2/13/23, 3:36 PM	No	Download firmware. Put tool into firmware update mode and download to tool with battery attached to tool for update.	⋮
Drop Alert	High	10/27/22, 10:59 AM	No	Inspect tool for cracks and leaks	⋮
Tool Roll Alert	High	10/27/22, 10:59 AM	No	Review blades and links for cracks. Check center bolt torque	⋮
Tool Submerged Fresh Water	Low	10/27/22, 10:59 AM	No	Rinse, clean and treat tool to prevent corrosion	⋮
Tool Submerged in Salt Water	High	10/27/22, 10:59 AM	No	Rinse, clean and treat tool to prevent corrosion	⋮

Items per page: 5 | 1 - 5 of 10

- Establish Tool Health and Maintenance
- Early fault detection resulting in reduced downtime
- Ensure tools and batteries are performing at optimal conditions
- Generate reminders for routine maintenance
- Track all records in one location

# E3 Connect – Tool Alerts

Alert	Source	Description	Suggested Action
Drop Alert	Tool	Tool has fallen from a critical height and may be damaged	Inspect tool for cracks and leaks
Tool Roll Alert	Tool	The cutter or combi has been rotated over a 15° angle	Review blades and links for cracks. Check center bolt torque
Tool Submerged	Tool	Tool has been submerged in fresh water	Rinse, clean and treat tool to prevent corrosion
Tool Submerged in Salt Water	Tool	Tool has been submerged in salt water	Rinse, clean and treat tool to prevent corrosion
Tool Improperly used in Salt Water	Tool	Tool with a freshwater battery is submerged in salt water	Inspect tool and battery contacts for corrosion and change out components if found
Tool Submerged for Extended Time	Tool	Tool was submerged in for over 60 Min	Inspect tool and battery contacts for corrosion and change out components if found
MOSFET Temp is Critical	Tool	Electronic tool components have reached a critical temperature value	Inspect tool for root cause
No Energy on Motor	Tool	The battery can no longer power the tool	Check electronic contacts
Tool Efficiency Alert	Tool	Energy consumption too high/low creating insufficient pressure for proper function.	Inspect mechanical components

# E3 Connect – Battery and Charger Alerts

Alert	Source	Description	Suggested Action
Tool Firmware	Battery	New tool firmware available for download	Download firmware. Place tool into firmware update mode and download to tool. Tool is updated
Battery Firmware	Battery	New battery firmware available for download	Download firmware. Put tool into firmware update mode and download to tool with battery attached to tool for update. Battery is updated
Battery State of Charge	Battery	Battery capacity less than 35% at last data transfer	Charge battery
Battery Safety Message	Battery	Current consumption detected by battery is too high	Inspect connected devices to battery
Battery Health	Battery	Measures the battery's ability to hold a charge	Conduct diagnostic on battery and potentially replace
Charger Firmware	Charger	New charger firmware available for download	Download firmware. Put tool into firmware update mode and download firmware to tool with battery attached. Remove battery and place on charger. Charger is automatically updated

# 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.](#)

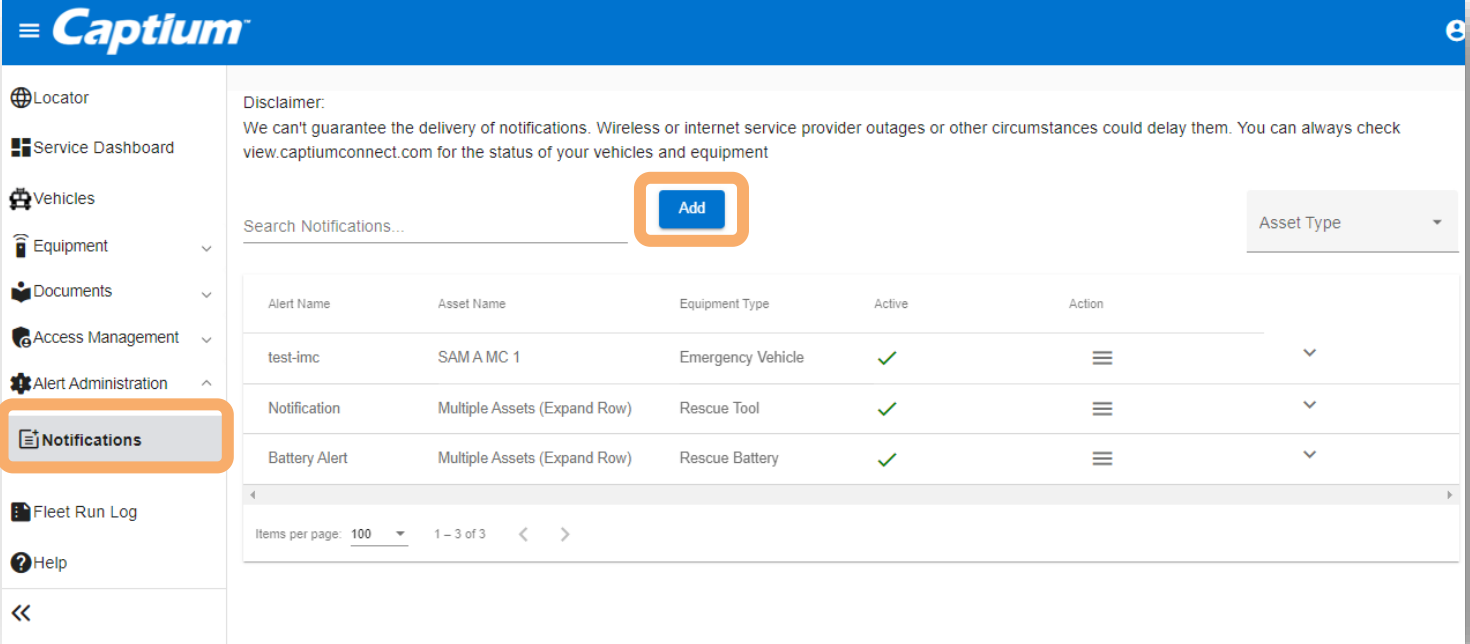
If you need assistance from an IDEX Fire & Safety representative, open a case by contacting us at [firesafetytech@idexcorp.com](mailto:firesafetytech@idexcorp.com).

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IDEX Fire & Safety respects your privacy. Please read our [Privacy Statement](#).  
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# 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.



The screenshot shows the Captium web application interface. The left sidebar contains a navigation menu with the following items: Locator, Service Dashboard, Vehicles, Equipment, Documents, Access Management, Alert Administration, Notifications (highlighted with an orange box), Fleet Run Log, and Help. The main content area displays a disclaimer, a search bar for notifications, and a table of existing notifications. The 'Add' button is highlighted with an orange box.

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 < >

# Resolve Alerts

Admin users can resolve Alerts Section of the Service Dashboard or from the Alerts Tab of any device page.

Alert Type	Asset Name	Asset Model	Asset ID	Asset Description	Severity	Service Request Count	Created	Action
Motor Current Alert	369545-0004	SP 777 E3C Spreader	13597	Rescue Tool - Spreader	High	0	1/25/23, 1:46 PM	☰
Motor Current Alert	369545-0004	SP 777 E3C Spreader	13597	Rescue Tool - Spreader	High	0		🔍 View Alert
Drop Alert	369545-0004	SP 777 E3C Spreader	13597	Rescue Tool - Spreader	High	0		🛠 Create Service Request
Drop Alert	369545-0004	SP 777 E3C Spreader	13597	Rescue Tool - Spreader	High	0		⏏ Deactivate Alert
Drop Alert	369545-0004	SP 777 E3C Spreader	13597	Rescue Tool - Spreader	High	0	2/11/23, 11:27 AM	☰

Are you sure you want to deactivate this alert? **DEACTIVATE**

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.

Alert Name	Urgency	Created	Resolved	Suggested Action	Action
Motor Current Alert	High	1/25/23, 2:56 PM	No	Inspect and replace any damaged components as part of the routine inspection process	☰
Drop Alert	High	1/31/23, 3:03 PM	No	Inspect tool for cracks and leaks	🔍 View Alert
Drop Alert	High	2/11/23, 11:28 AM	No	Inspect tool for cracks and leaks	⏏ Resolve Alert
Drop Alert	High	2/11/23, 11:27 AM	No	Inspect tool for cracks and leaks	🔍 View Device
Tool Roll Alert	High	2/11/23, 11:17 AM	No	Review blades and links for	🛠 Create Service Request

Are you sure you want to deactivate this alert? **DEACTIVATE**

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

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

Alert Name	Urgency	Created	Resolved	Suggested Action	Action
Drop Alert	High	9/24/22, 2:26 PM	Yes	Inspect tool for cracks and leaks	View Alert
Drop Alert	High	9/24/22, 2:26 PM	Yes	Inspect tool for cracks and leaks	Resolve Alert
Tool Roll Alert	High	9/24/22, 2:26 PM	Yes	Review blades and links for cracks. Check center bolt torque	View Device
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: Alice Test Tool  
Serial Number: 919191-1234

**Request**

Notify\*  
 Dealer  Manufacturer  
 Equipment Down\*  
 Yes  No

Subject\*  
Drop Alert Inspection Requested  
Severity\*  
Medium

Alerts  
 Drop Alert

Describe your issue\*  
Issue description

Additional Recipient Email  
email@email.com

---

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](mailto: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

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	<a href="#">210104-0013</a>		test	Yes	Critical	No	
7/26/23	Captium Demo Fire Department	prod.customer.admin@cap	<a href="#">919191-2000</a>		test	Yes	Medium	No	 Resolve
7/18/23	Captium Demo Fire Department	jhfun2run@gmail.com	<a href="#">110722-0001</a>		Testing Alert to Service Request	No	Medium	No	 Edit
7/3/23	Captium Demo Fire Department	prod.customer.admin@cap	<a href="#">230205-0089</a>		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

Specify Severity of this alert

Response

**Save** **Cancel**

# Lifetime Usage Stats

View critical data on the overall usage of the tool.

ALERTS	RUN LOGS	DOCUMENT LIBRARY	LIFETIME USAGE STATS	RELATED DEVICE HISTORY
<b>+ Lifetime Usage Stats</b>				
SEVERE CUTS:				0
ROLL EVENT:				19
SUBMERSION:				1
SALTWATER SUBMERSION:				0
TOTAL IN USE TIME:				19:00:03
TOTAL RUNS:				301
LAST ACTIVITY START TIME:				04/20/2023 18:08:47 PM EDT

# 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

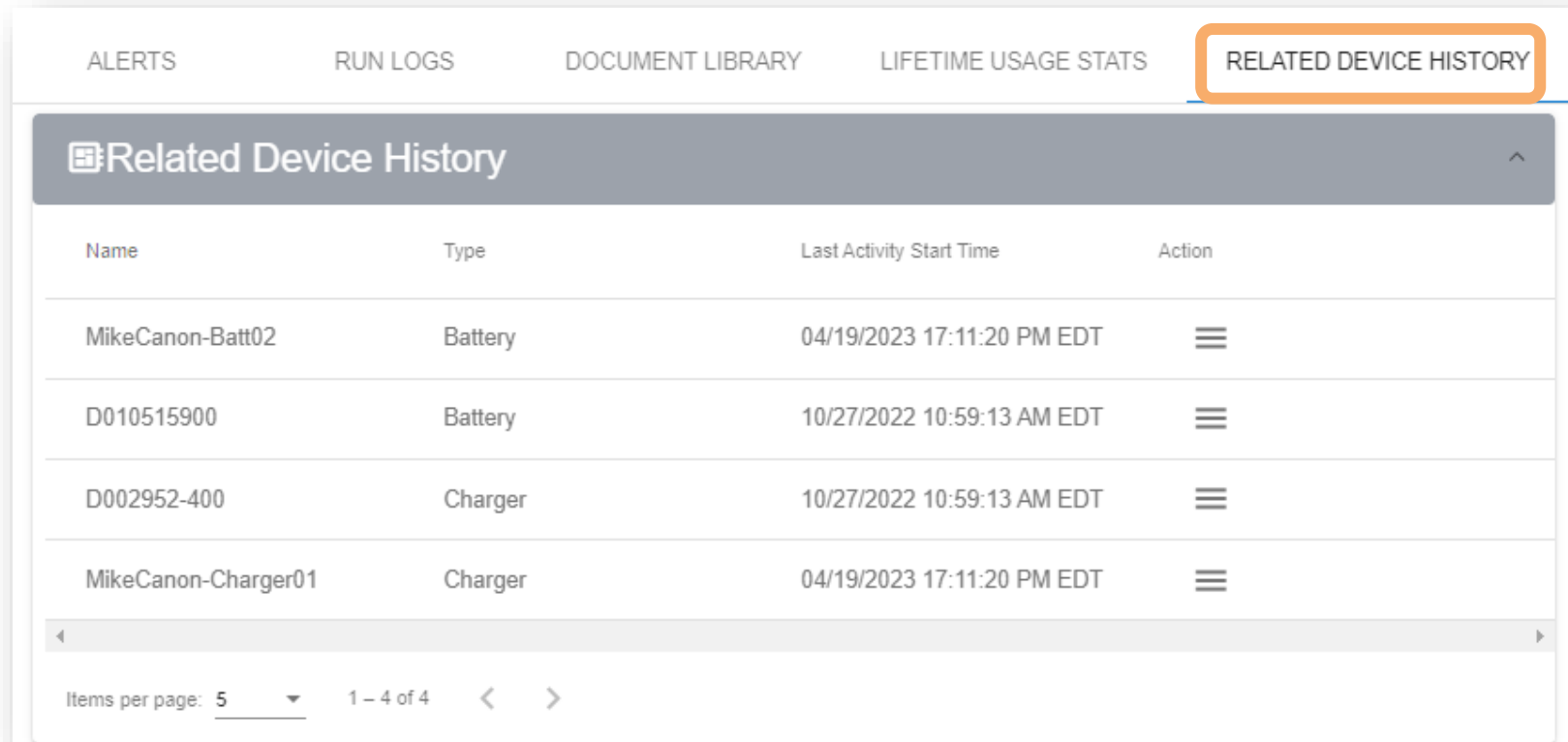
[Choose Files](#)

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

[Upload](#)   [Close](#)

# Related Device History

See the last known related batteries or charges associated with the tool each time it connects and uploads data.



Name	Type	Last Activity Start Time	Action
MikeCanon-Batt02	Battery	04/19/2023 17:11:20 PM EDT	☰
D010515900	Battery	10/27/2022 10:59:13 AM EDT	☰
D002952-400	Charger	10/27/2022 10:59:13 AM EDT	☰
MikeCanon-Charger01	Charger	04/19/2023 17:11:20 PM EDT	☰

Items per page: 5 1 - 4 of 4 < >




# Batteries & Chargers

- Like the Tools pages, for batteries and chargers, you can view and resolve alerts, see related device history and manage documents.
- The Battery page, includes visual gauges indicating the state of charge and relative health of your battery.

Batteries > MikeCanon-Batt02

☰ Summary



**MIKECANON-BATT02**

TYPE	MANUFACTURER	STATUS
9 AH	NONE	✓ IN SERVICE
SERIAL NUMBER	DEALER	RELATIVE STATE OF CHARGE
D006924-900	NONE	96%
		4/19/2023, 5:14:27 PM EST
		STATE OF HEALTH
		100%
		4/19/2023, 5:14:27 PM EST


ALERTS    RELATED DEVICE HISTORY

🔔 Alerts

Include Resolved Alerts

Alert Name	Urgency	Created
Items per page: 5    0 of 0    < >		

☰ Summary



**0000-4000 -CLAIMED**

TYPE	MANUFACTURER	STATUS
AC CHARGER 110-220V HW1	NONE	✓ IN SERVICE
SERIAL NUMBER	DEALER	<a href="#" style="background-color: #007bff; color: white; padding: 2px 5px; border-radius: 3px;">About Charger</a>
0000-4000	NONE	

ALERTS    RELATED DEVICE HISTORY    DOCUMENT LIBRARY

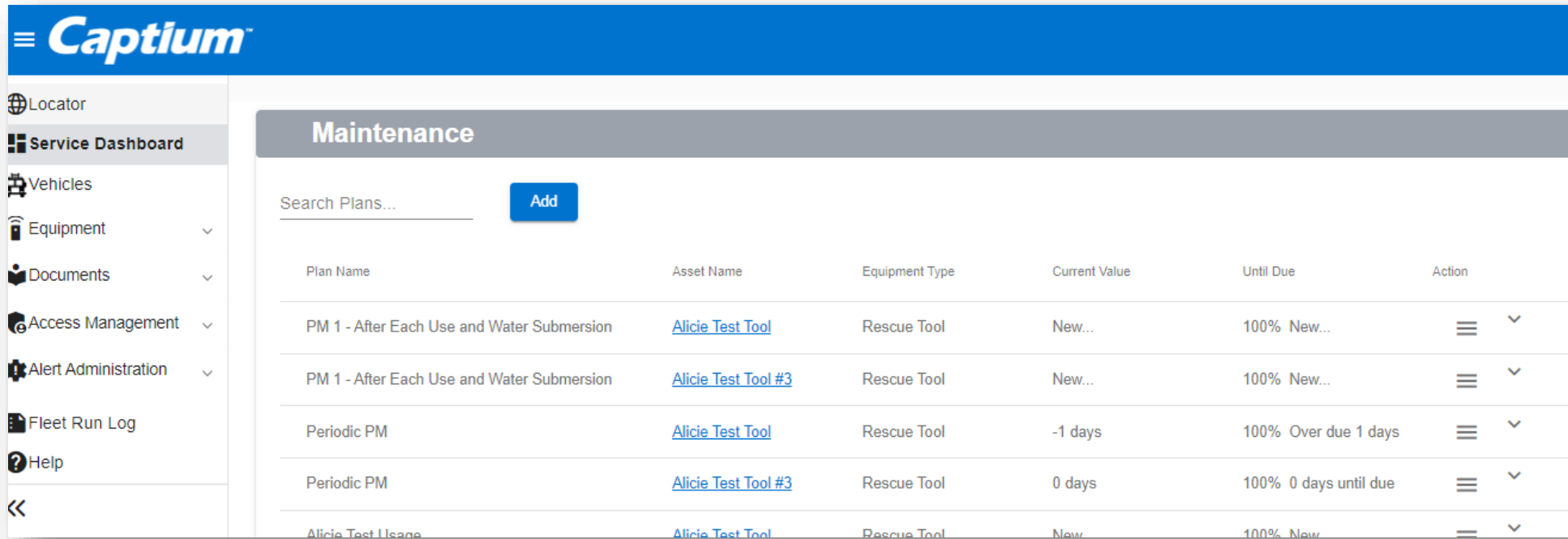
🔔 Alerts

Include Resolved Alerts

Alert Name	Urgency	Created	Updated	Resolved	Suggested Action	Action
Items per page: 5    0 of 0    < >						

# Maintenance

- Get reminded when inspection or service is due with Maintenance
- Compliant with NFPA 1937 Standards.
- Create custom preventive maintenance plans, perform tasks associated with the plans and view the plan task history.



The screenshot displays the Captium software interface for the Maintenance section. On the left is a navigation sidebar with the Captium logo and menu items: Locator, Service Dashboard, Vehicles, Equipment, Documents, Access Management, Alert Administration, Fleet Run Log, and Help. The main content area is titled 'Maintenance' and features a search bar labeled 'Search Plans...' with an 'Add' button. Below the search bar is a table listing maintenance plans with columns for Plan Name, Asset Name, Equipment Type, Current Value, Until Due, and Action.

Plan Name	Asset Name	Equipment Type	Current Value	Until Due	Action
PM 1 - After Each Use and Water Submersion	<a href="#">Alicie Test Tool</a>	Rescue Tool	New...	100% New...	⋮ ▼
PM 1 - After Each Use and Water Submersion	<a href="#">Alicie Test Tool #3</a>	Rescue Tool	New...	100% New...	⋮ ▼
Periodic PM	<a href="#">Alicie Test Tool</a>	Rescue Tool	-1 days	100% Over due 1 days	⋮ ▼
Periodic PM	<a href="#">Alicie Test Tool #3</a>	Rescue Tool	0 days	100% 0 days until due	⋮ ▼
Alicie Test Usage	<a href="#">Alicie Test Tool</a>	Rescue Tool	New...	100% New...	⋮ ▼

# Maintenance: Custom Plan Set-up

**Captium**

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

Properties  
Assets  
Criteria

Periodic Based  
 After Each Use  
 After Water Submersion

Back Next

4 Tasking  
5 Notify  
6 Review and Update

**Maintenance Plan**

**Assets**

- Allie Test Tool
- Allie Test Tool #3

**Properties**

Plan Name  
Periodic PM

**Criteria**

- Periodic Based
- Period Count: 2
- Period Type: Daily
- Sliding Period: NotSliding
- Starting: 9/6/23, 12:00 AM
- After Each Use

**Tasks**

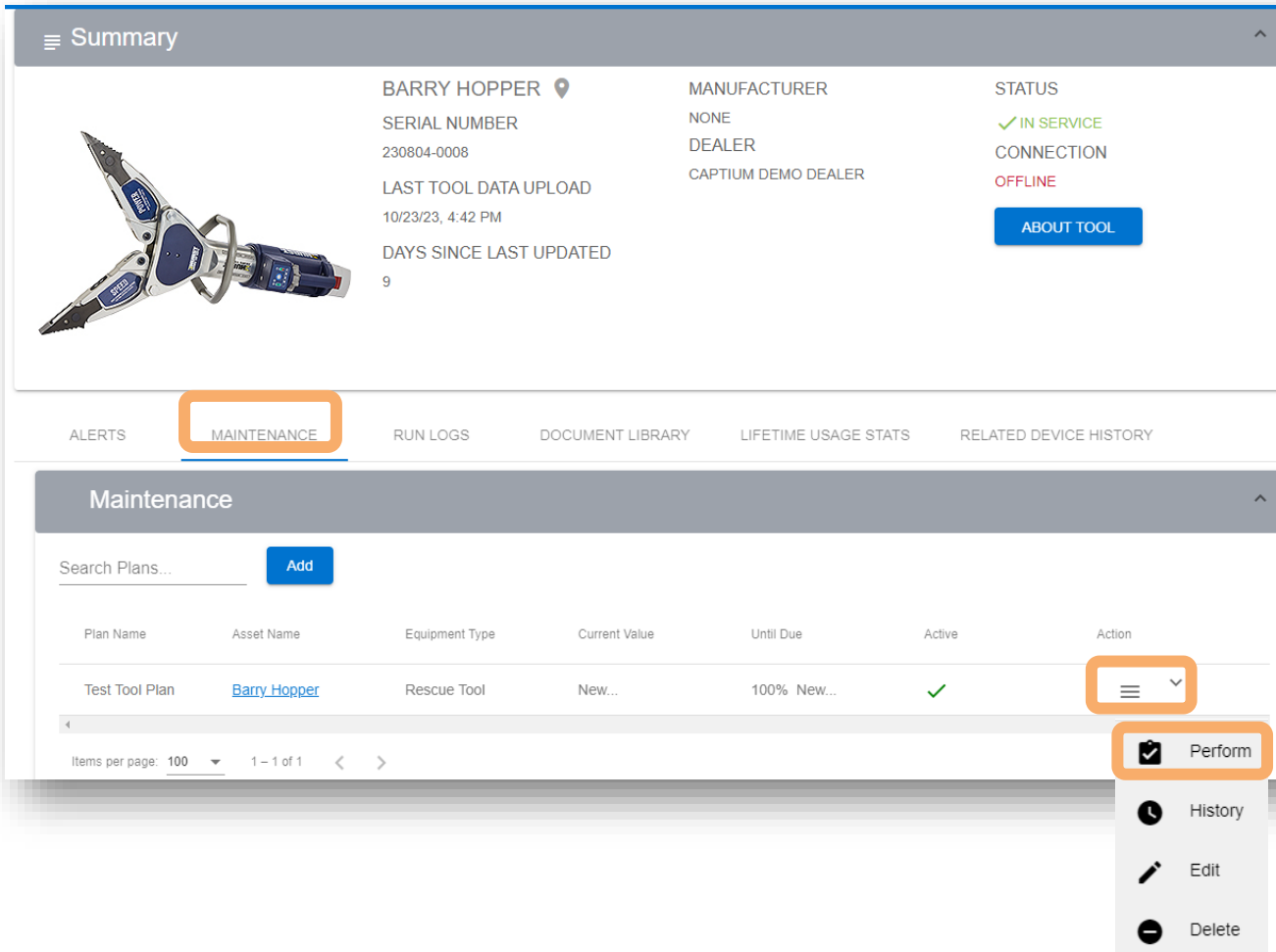
- Inspect for hydraulic leaks (Recommended: Monthly)
- Perform operations test (full open and close sequence) (Recommended: Monthly)
- Test control valve for easy operation and free return to center (Recommended: Monthly)

**Users**

- Sarah Hay Gmail sarahdormanhay@gmail.com

- Select multiple assets to be associated with a single plan.
- Tools plan criteria is compliant with NFPA 1937 Standards for
  - After tool usage
  - Tool water submersion
  - Time-based triggers.
- Add manufacturing-recommend tool, battery and charger related-tasks when defined criteria are met or add custom tasks
- Select users to receive email notifications


# Maintenance: Perform Plan



The screenshot displays the 'Summary' page for a tool named 'BARRY HOPPER'. The tool is shown as a blue and silver rescue tool. The summary includes the following details:

- MANUFACTURER:** NONE
- STATUS:** IN SERVICE (indicated by a green checkmark)
- SERIAL NUMBER:** 230804-0008
- DEALER:** CAPTIUM DEMO DEALER
- CONNECTION:** OFFLINE
- LAST TOOL DATA UPLOAD:** 10/23/23, 4:42 PM
- DAYS SINCE LAST UPDATED:** 9


Below the summary is a navigation bar with tabs: ALERTS, MAINTENANCE (highlighted with an orange box), RUN LOGS, DOCUMENT LIBRARY, LIFETIME USAGE STATS, and RELATED DEVICE HISTORY. The 'MAINTENANCE' tab is selected, showing a 'Maintenance' section with a search bar and an 'Add' button. Below this is a table of maintenance plans:

Plan Name	Asset Name	Equipment Type	Current Value	Until Due	Active	Action
Test Tool Plan	<a href="#">Barry Hopper</a>	Rescue Tool	New...	100% New...	✓	

The 'Action' column for the selected plan shows a dropdown menu with the following options: Perform (checked and highlighted with an orange box), History, Edit, and Delete.

1. Get notified when tasks are due by email or view on the Service Dashboard
2. Locate the maintenance plan on a specific tool page on the Service Dashboard
3. Select Perform to view the Task List for the plan you selected.

# Maintenance: Perform Tasks



ALICIE TEST TOOL 📍

SERIAL NUMBER  
919191-1234

LAST TOOL DATA UPLOAD  
8/1/22, 2:37 AM

DAYS SINCE LAST UPDATED  
407

MANUFACTURER  
NONE

DEALER  
NONE

STATUS  
✓ IN SERVICE

CONNECTION  
OFFLINE

[ABOUT TOOL](#)

### Maintenance Task List

Alicie Test Usage [History](#)

**Clean unit**

COMPLETE INCOMPLETE

Issue Encountered

---

**Inspect all parts for wear or damage**

COMPLETE INCOMPLETE

Issue Encountered

---

**Clean and lubricate friction parts with high temperature grease**

COMPLETE INCOMPLETE

Issue Encountered

---

**Test torque on center bolt/nut is correct value**

COMPLETE INCOMPLETE

Issue Encountered

---

- Mark the status of each task as Complete or Incomplete
- Optionally indicate if an issue was encountered
- Optionally add notes next to each task
- Save progress

# Maintenance: Plan History

**Summary**

**BARRY HOPPER**

SERIAL NUMBER: 230804-0008

LAST TOOL DATA UPLOAD: 10/23/23, 4:42 PM

DAYS SINCE LAST UPDATED: 9

MANUFACTURER: NONE

DEALER: CAPTIUM DEMO DEALER

STATUS: ✓ IN SERVICE

CONNECTION: OFFLINE

[ABOUT TOOL](#)

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

**Maintenance**

Search Plans... [Add](#)

Plan Name	Asset Name	Equipment Type	Current Value	Until Due	Active	Action
Test Tool Plan	<a href="#">Barry Hopper</a>	Rescue Tool	New...	100% New...	✓	<ul style="list-style-type: none"> <li> Perform</li> <li> <b>History</b></li> <li> Edit</li> <li> Delete</li> </ul>

Items per page: 100 | 1 - 1 of 1

- Plan History for any tool can be viewed from the individual tool pages in the Maintenance section

**Maintenance History**

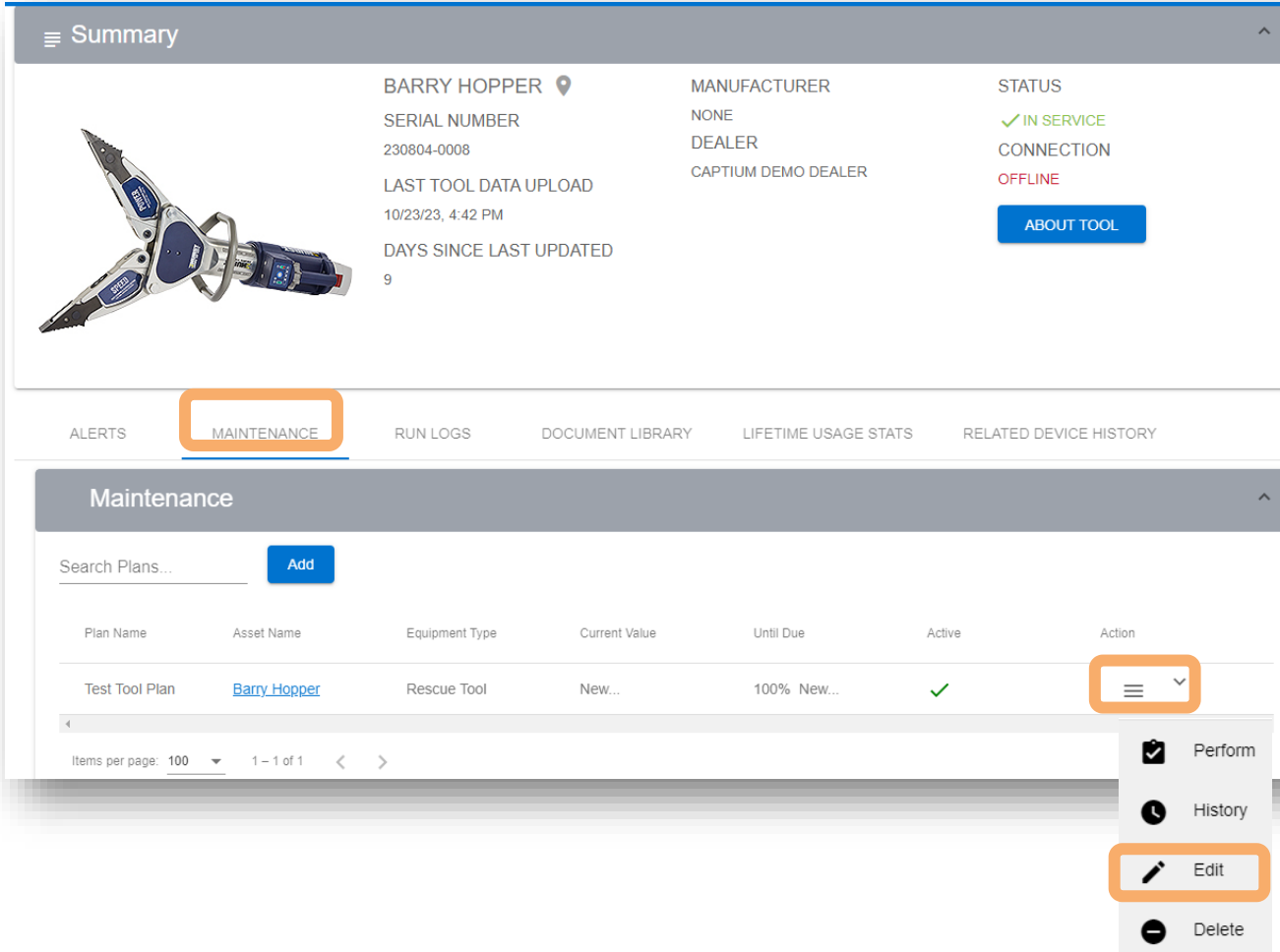
Tim Alicie Tool PM After Use and Submersion

Search

Completion Date	Status	Active Service Requests	Resolved Service Requests	Completed By	Action
9/15/23, 9:03 AM	All Passed	0	0	Tim Alicie	
10/6/23, 4:41 AM	Incomplete	0	0	Production Customer Admin	
10/26/23, 3:29 PM	Incomplete	0	0	Production Customer Admin	

Items per page: 10 | 1 - 3 of 3


# Maintenance: Edit Plan



The screenshot displays the 'Summary' page for a tool named 'BARRY HOPPER'. The tool is shown as a blue and silver rescue tool. The summary includes the following details:

- MANUFACTURER:** NONE
- DEALER:** CAPTIUM DEMO DEALER
- STATUS:** IN SERVICE (indicated by a green checkmark)
- CONNECTION:** OFFLINE (indicated by red text)
- SERIAL NUMBER:** 230804-0008
- LAST TOOL DATA UPLOAD:** 10/23/23, 4:42 PM
- DAYS SINCE LAST UPDATED:** 9

Below the summary is a navigation bar with tabs: ALERTS, MAINTENANCE (highlighted with an orange box), RUN LOGS, DOCUMENT LIBRARY, LIFETIME USAGE STATS, and RELATED DEVICE HISTORY. The 'MAINTENANCE' tab is selected, showing a 'Maintenance' section with a search bar and an 'Add' button. Below this is a table of maintenance plans:

Plan Name	Asset Name	Equipment Type	Current Value	Until Due	Active	Action
Test Tool Plan	<a href="#">Barry Hopper</a>	Rescue Tool	New...	100% New...	✓	

The 'Action' column for the 'Test Tool Plan' row has a dropdown menu open, showing the following options: Perform, History, Edit (highlighted with an orange box), and Delete. The 'Edit' option is the focus of the slide.

- Plans can be edited from the Service Dashboard or from any applicable Tool Page
- You can edit the name, device selection, criteria, relevant tasks and notification recipients.

# Maintenance: Delete Plan

**Summary**

**BARRY HOPPER**

SERIAL NUMBER: 230804-0008

LAST TOOL DATA UPLOAD: 10/23/23, 4:42 PM

DAYS SINCE LAST UPDATED: 9

MANUFACTURER: NONE

DEALER: CAPTIUM DEMO DEALER

STATUS: ✓ IN SERVICE

CONNECTION: OFFLINE

[ABOUT TOOL](#)

**Alerts** | **MAINTENANCE** | Run Logs | Document Library | Lifetime Usage Stats | Related Device History

**Maintenance**

Search Plans... [Add](#)

Plan Name	Asset Name	Equipment Type	Current Value	Until Due	Active	Action
Test Tool Plan	<a href="#">Barry Hopper</a>	Rescue Tool	New...	100% New...	<span style="color: green;">✓</span>	

Items per page: 100 | 1 - 1 of 1

- Perform
- History
- Edit
- Delete**

- Plans can be deleted from the Service Dashboard view or the individual Tool pages



# FAQs

- **Q: I don't see my data on the hub, did you get it? Roughly how long does a data transfer to take?**
  - After triggering opmode 5, data upload should commence with 30 sec to 1 minute. You will see the green lights illuminated on the tool dashcap. Data transfer is complete when these lights stop flashing and the dash cap lights turn off. The amount of time for data uploads depends on the amount of data contained. It can take approximately 30 seconds to several minutes.
- **Q: Is there anything that tells the user the data send was successful or failed?**
  - If the green lights start flashing when opmode 5 is uploaded, it means the tool is uploading data. There is nothing else on the dashcap that tells you the upload was successful. The only other way to confirm if the data was sent is to check Captium and look for the run logs.
- **Q: What determines when the tool will start a data send attempt or stop trying to send data?**
  - The tool can attempt to send data in 2 ways – one automatically and one manually. Automatic data transfer can begin when the tool has a battery inserted and the tool is OFF. The device will search every 20 minutes for a network it recognizes. After 3 attempts, the tool will wait 45 minutes before carrying out a final search. If it cannot locate an networks it recognizes, it will stop the search and leave the data in the internal memory. The process is reset and begins all over after turning ON and OFF the tool. If there is no data to send, the tool doesn't search for a network. The manual way to trigger upload data is by manually activating it. Start with the power off, turn the star grip to CLOSE and press the POWER button for approximately 20 seconds until the Wi-Fi icon comes on.
- **Q: How many attempts will the tool make to send data?**
  - After 3 attempts, the tool will wait 45 minutes before carrying out a final search. If it cannot locate an networks it recognizes, it will stop the search and leave the data in the internal memory.
- **Q: How long does it take sent data to be displayed on the Hub?**
  - The run logs will begin to load onto the website, and you should see them trickle in one by one approximately one min after the data transfer begins and continue to do so until all have been uploaded. They don't all upload at once – it's one by one.
- **Q: Is there anything that shows when the tool last connected or failed during data send?**
  - The last data loaded will be the last time the unit connected and send data. There is not an indication for connected and no data sent.

# Resources

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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](mailto:firesafetytech@idexcorp.com)