



E3 Connect Captium Data Hub Admin Guide

OUR TRUSTED BRANDS



Admin Role Overview

Admin Customer Users of Captium have permission to

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

Adding a New User

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

Note: A user can only be associated with one organization

The screenshot displays the 'Organizations' page in the IDEX Fire & Safety system. The left sidebar contains navigation options: Locator, Service Dashboard, Vehicles, Equipment, Documents, Access Management, and Organizations (selected). The main content area shows a list of organizations under the 'ORGANIZATIONS' tab. A table lists organizations with columns for Name, Description, Type, In Network, and Action. The 'Action' column for the selected organization contains a hamburger menu icon, which is highlighted with an orange box. A dropdown menu is open, showing options: Organization Users (highlighted with an orange box), Edit Organization, and Remove. Below the table, a modal window for adding a new user is open. It features a search bar for users and a table with columns for First Name, Last Name, Login, and Role. The 'ADD USER' button is highlighted with an orange box. A form is open for adding a user, with fields for User Login (required), First Name (required), Last Name (required), and User Roles. The form includes 'Save' and 'Cancel' buttons.

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. On the left is a navigation sidebar with 'Organizations' selected. The main content area shows a search bar and a table of users. The table has 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 login fields are redacted. A hamburger menu icon is visible to the right of the second user, which has opened a dropdown menu with options: 'Edit User', 'Remove User', 'User Permissions', and 'Resend Invite'. The 'Resend Invite' option is highlighted in yellow. At the bottom of the table, there is a pagination control showing 'Items per page: 5' and '1 - 2 of 2'.

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

- Edit User
- Remove User
- User Permissions
- Resend Invite

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

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

+ ADD USER

User Login *

Login ID is required

First Name *

Last Name *

User Roles

Save Cancel

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 'Organizations' management interface. The top navigation bar includes 'Locator', 'Service Dashboard', 'Vehicles', 'Equipment', 'Documents', 'Access Management', 'Organizations', 'Users', 'Alert Administration', and 'Files'. The 'Organizations' section is active, showing a table of organizations. The table has columns for Name, Description, Type, In Network, and Action. The first row is 'Captium Demo Fire Department'. The 'Action' column for this row has a hamburger menu icon. A modal window titled 'Organization Users' is open, showing a table of users. The table has columns for First Name, Last Name, Login, and Role. The first row is 'Adam'. The 'Action' column for this row has a hamburger menu icon. The 'Remove User' option is highlighted with an orange box.

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 User Permissions
Timothy	[REDACTED]	[REDACTED]	Administrator	<ul style="list-style-type: none"> Edit User User Permissions
Barry	[REDACTED]	[REDACTED]	Administrator	<ul style="list-style-type: none"> Edit User User Permissions
Gregg	[REDACTED]	[REDACTED]	Administrator	<ul style="list-style-type: none"> Edit User 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

The screenshot displays the IDEX Fire & Safety 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 request card with the text: 'QA Customer Admin has requested that Captium Demo Fire Department be apart of your Network.' To the right of the 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

Select the preferred language: [Redacted] Select the locale: [Redacted]

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.

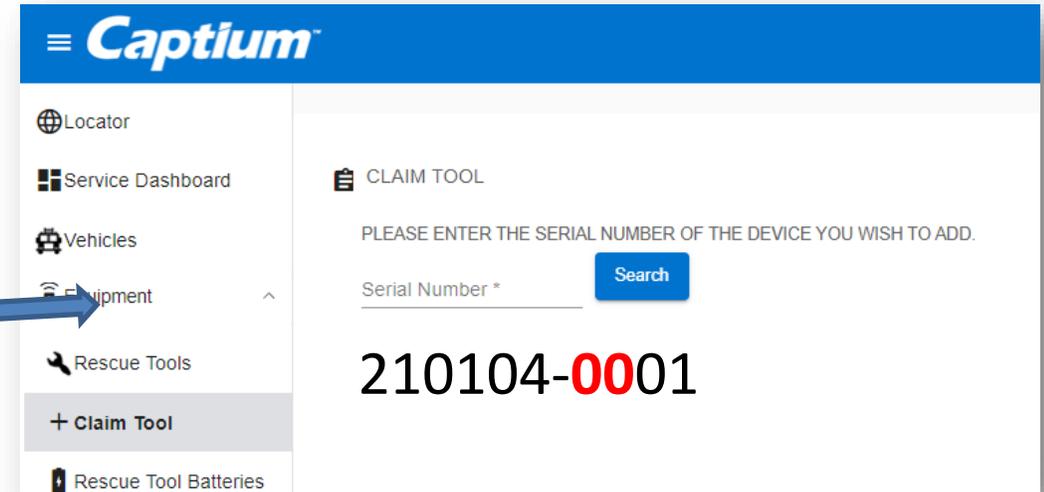
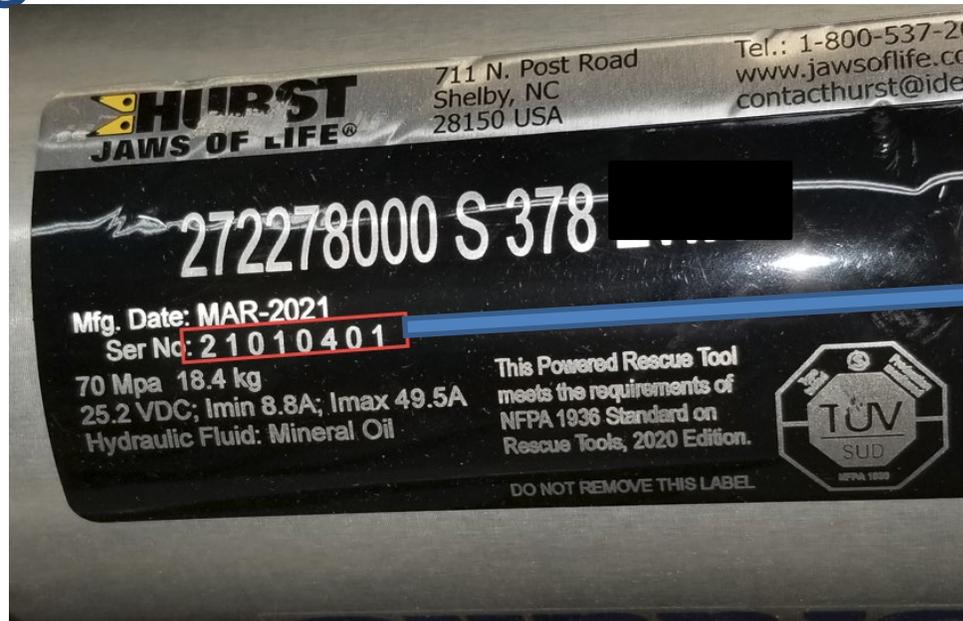
Remove my Personal Data

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 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.

CLAIM BATTERY

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

Serial Number *

CLAIM BATTERY

Name *
22222222

Description *
22222222 22222222

Type: 9 Ah Saltwater
Serial Number: 22222222

ABOUT BATTERY

Battery Information		
Name *	Customer	Status
22222222	Captium Demo Fire Department	✓ In Service
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](#)

Accept Firmware Updates

[SAVE](#)

Resolve Alerts

You 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	☰

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 cracks. Check for any other damage.	🛠 Create Service Request

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	Action
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	🔍 View Alert
Tool Roll Alert	High	9/24/22, 2:26 PM	Yes	Review blades and links for cracks. Check center bolt torque	⊖ Resolve Alert
Tool Submerged Fresh Water	Low	9/24/22, 2:26 PM	Yes	Rinse, clean and treat tool to prevent corrosion	🔍 View Device
Tool Submerged in Salt Water	High	8/1/22, 2:37 AM	Yes	Rinse, clean and treat tool to prevent corrosion	➕ Create Service Request

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

Alerts
 Drop Alert

Describe your issue*
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

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

Service Requests									
Search Service Reque... <input type="checkbox"/> 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**

Equipment Down	Service Status
No	In Service
Yes	Out of Service

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 newer version. An alert will appear on the device pages indicating a new firmware version is available. These updates should be carried out promptly.

- In the About pages for each device, be sure the Accept Firmware Updates is turned on
- From your tool, switch it to “Firmware update” mode. To do so, turn the star grip all the way to the left and press and hold the main switch for 7 seconds.

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

Accept Firmware Updates

SAVE

Coming Soon

- Equipment Health Dashboards
- Custom Alert Management
- Preventative Maintenance & Inspection Logging
- Document Management

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