IDEX FIRE & SAFETY

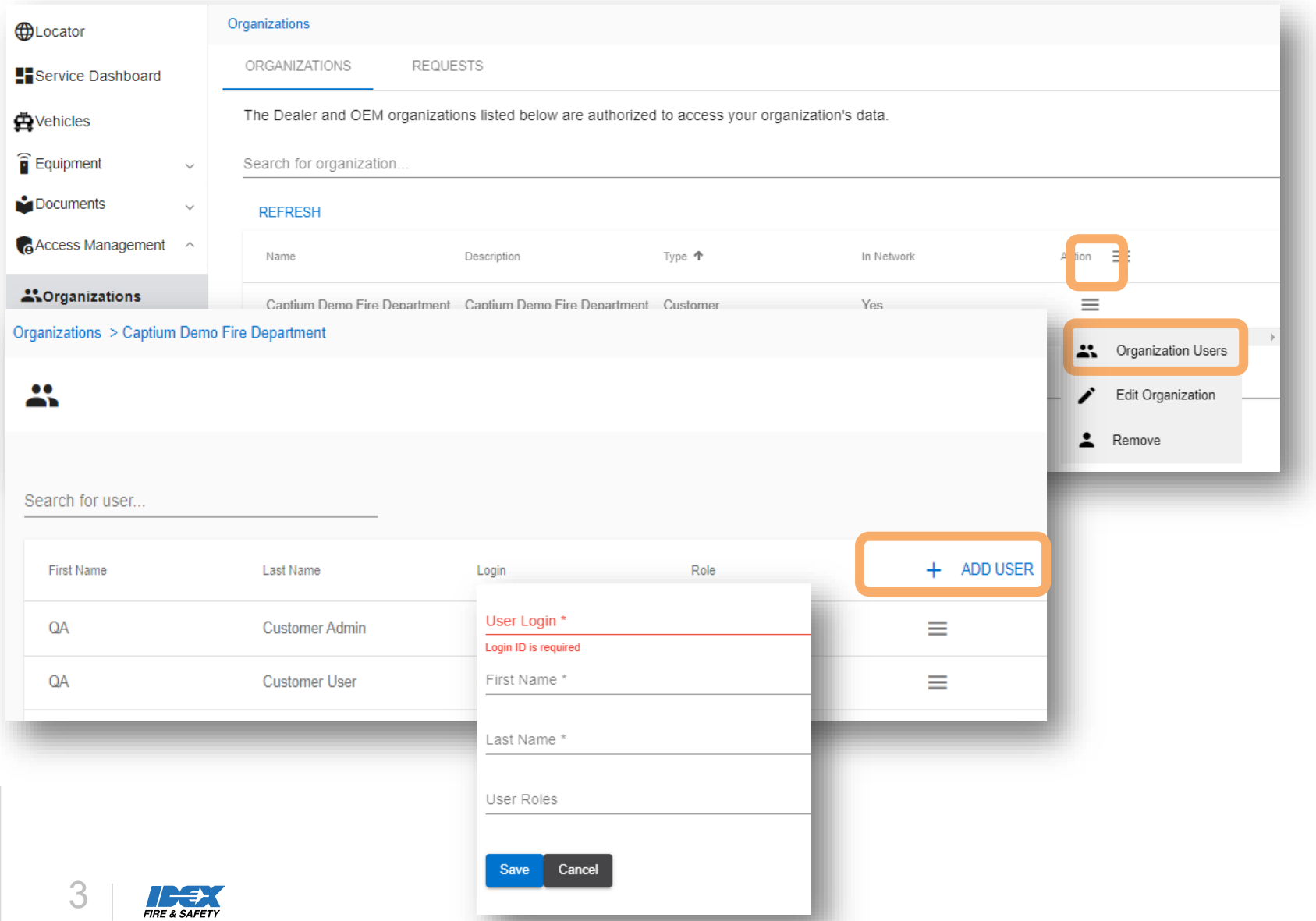
E3 Connect Captium Data Hub Admin Guide

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



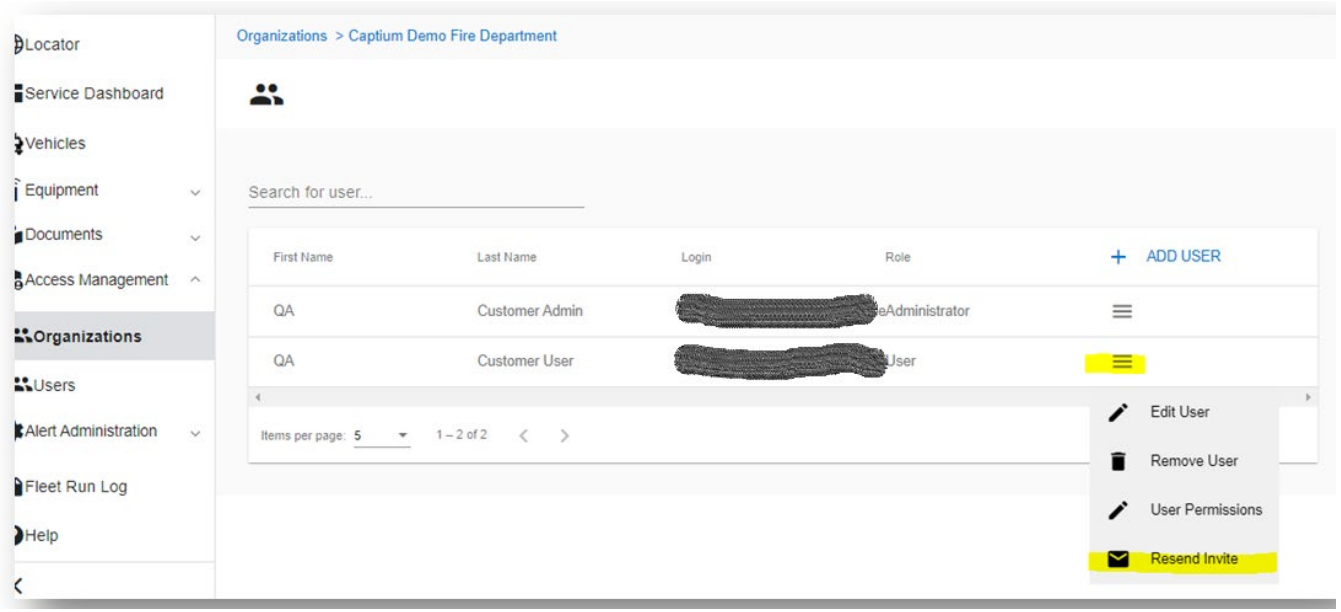
1. Go to Access Management >> Organizations
2. Locate your organization
3. Select the hamburger menu
4. Select Organization Users
5. Select Add User
6. Enter User contact info and select their role and Save
7. The new user will receive an email invitation to activate their login

Note: A user can only be associated with one organization

Resending Invites

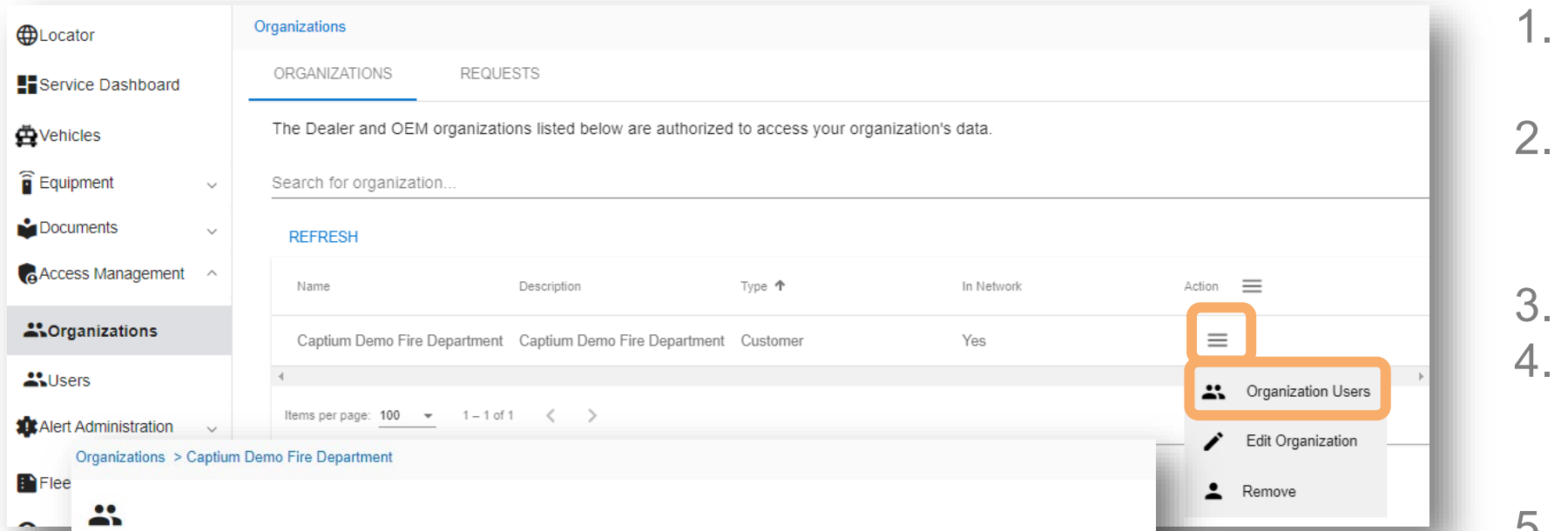
To resend a new user activation email:

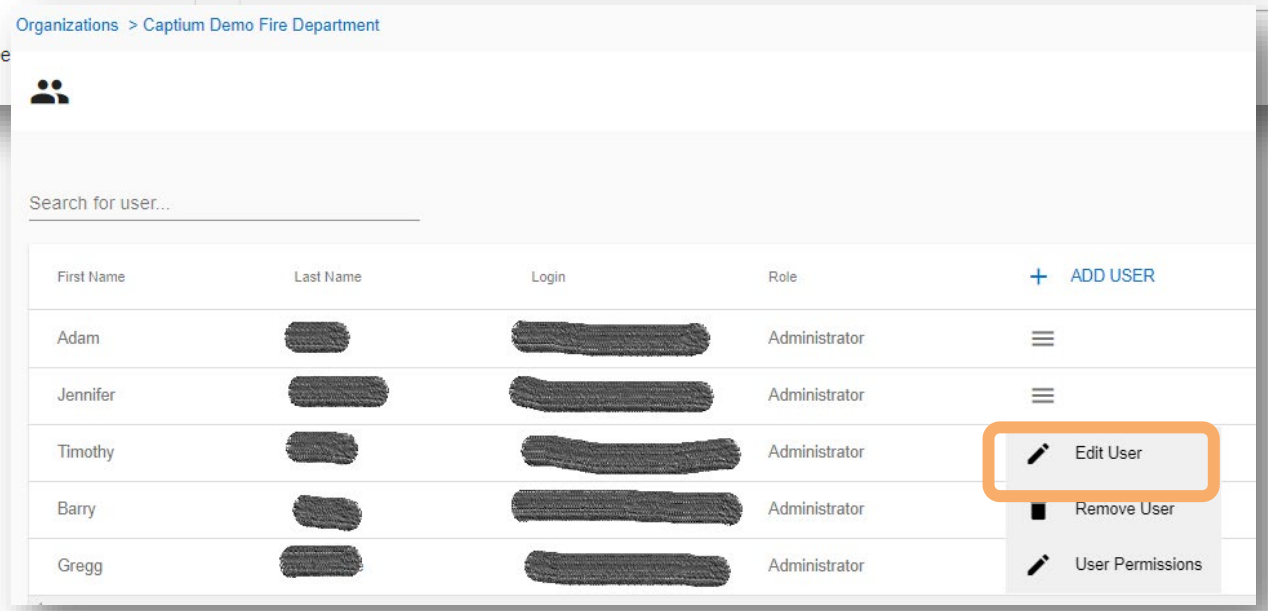
1. Go to Access Management >> Organizations
2. Locate your organization and select the hamburger menu to the right
3. Select Organization Users
4. Locate the user you wish to remove and select the hamburger menu to the right
5. Select Resend Invite

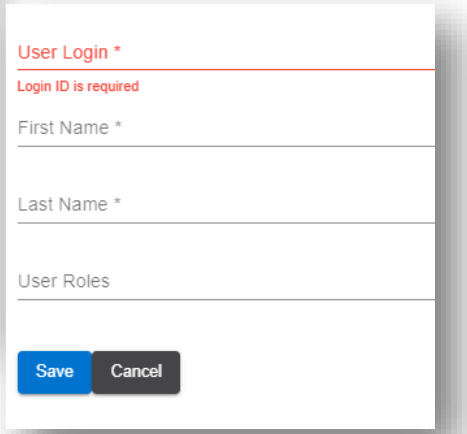


Note: The option to resend an invitation is only available if the user has not completed the activation and never logged in. This option will not be visible if the user has previously logged in.

Editing a User

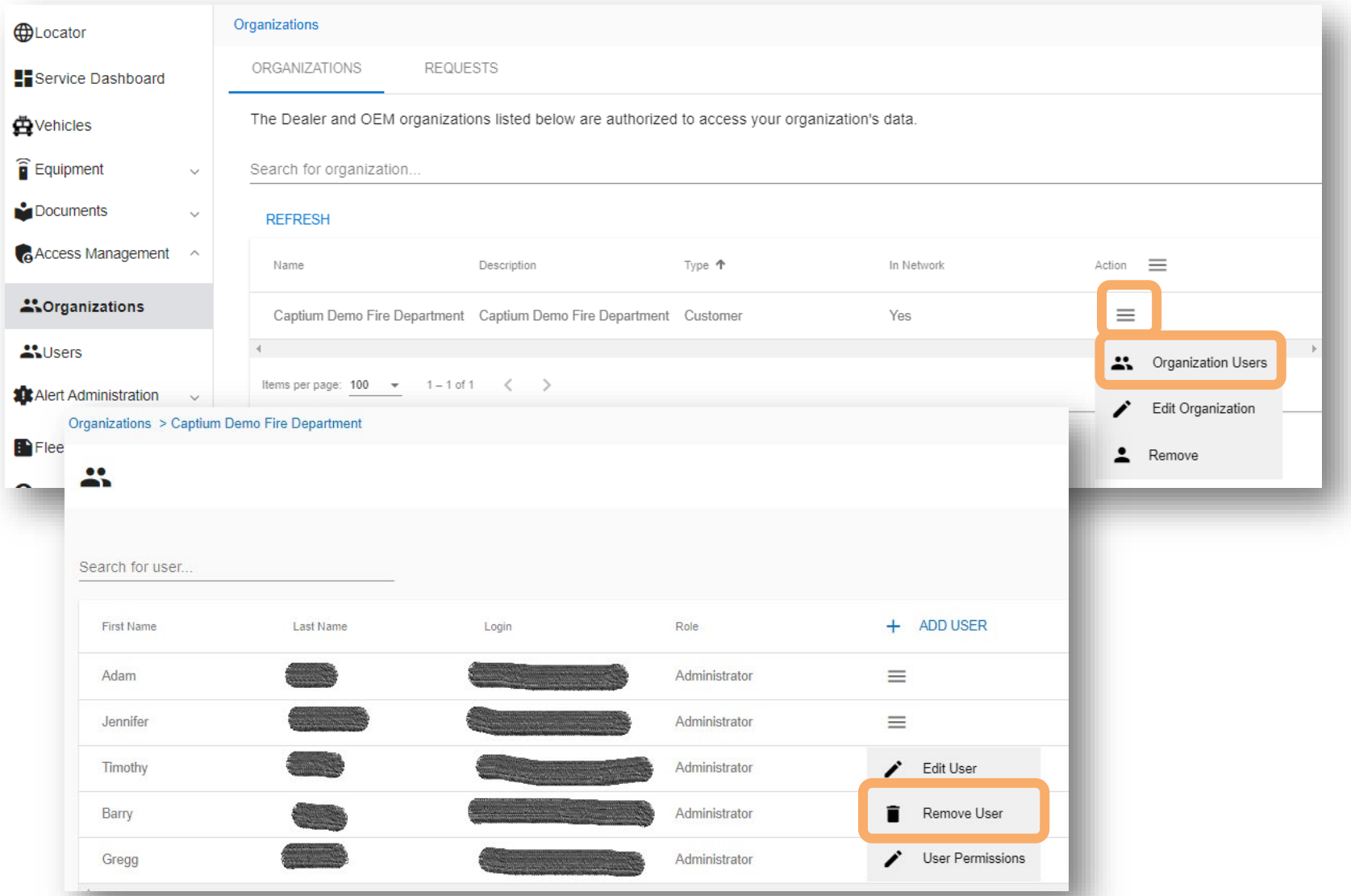






1. Go to Access Management >> Organizations
2. Locate your organization and select the hamburger menu to the right
3. Select Organization Users
4. Locate the user you wish to remove and select the hamburger menu to the right
5. Select Edit User
6. Revise the user's info
7. Save

Deleting a User

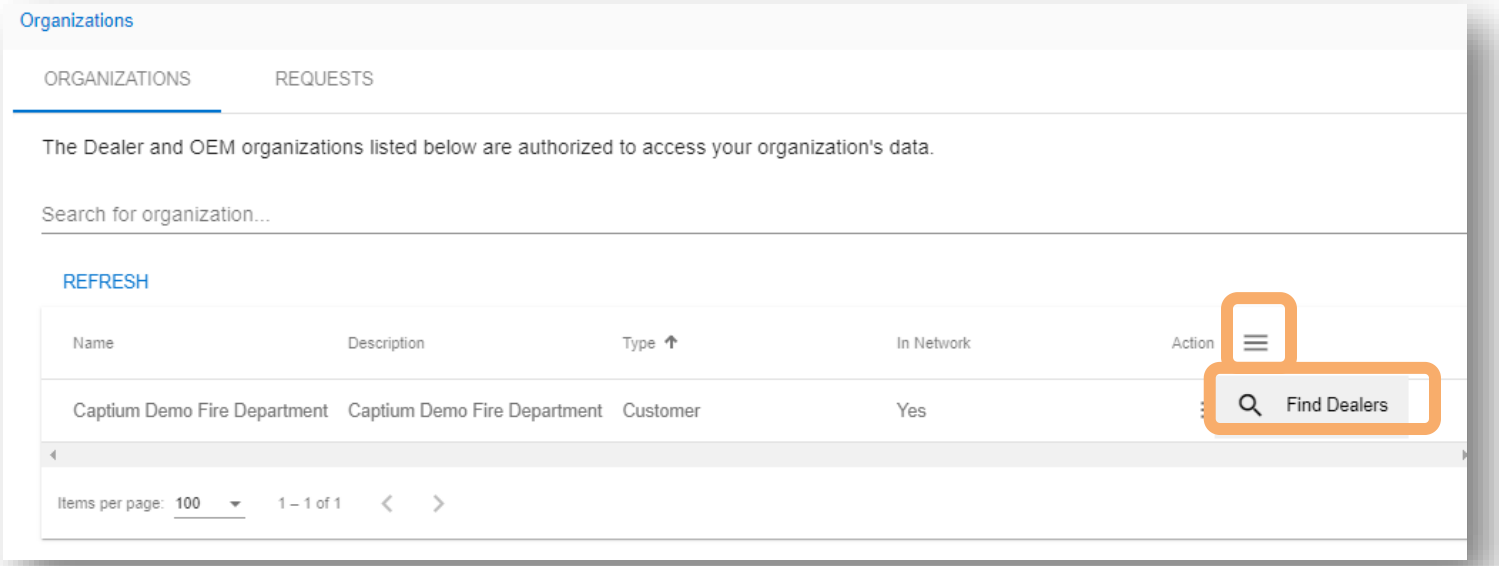


1. Go to Access Management >> Organizations
2. Locate your organization and select the hamburger menu to the right
3. Select Organization Users
4. Locate the user you wish to remove and select the hamburger menu to the right
5. Select Remove User
6. Confirm your selection

Organization Data Permission: End Users

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

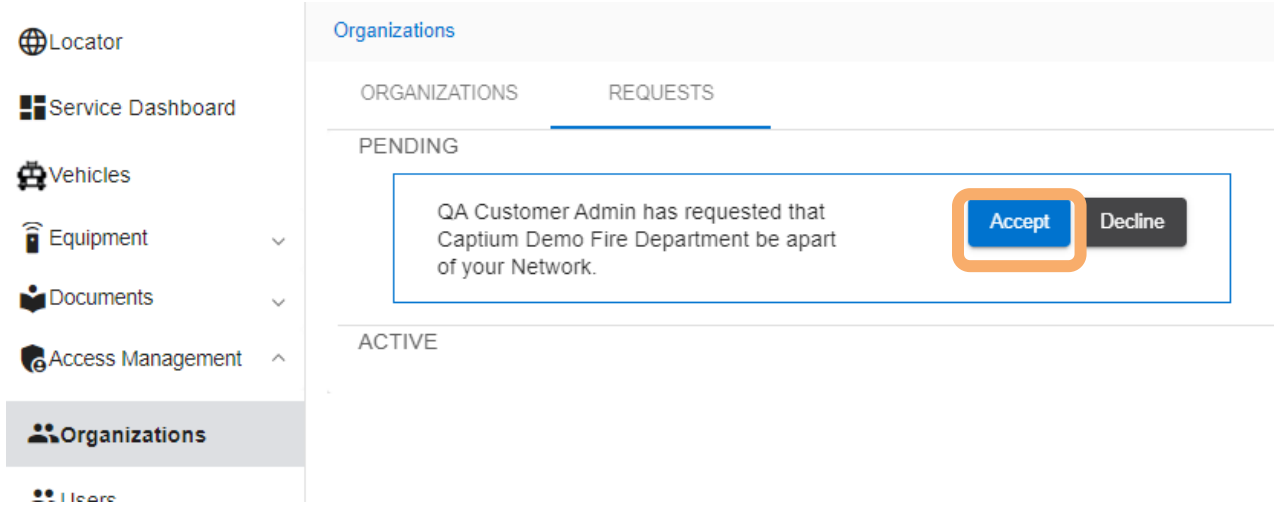
1. Select Organizations
2. View list of organizations that are authorized to see your organization's device data
3. To give permission to additional organizations, select the hamburger menu from the Action Column Header
4. Select Find Dealers
5. Enter the name of the Dealer you wish to add
6. Select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



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

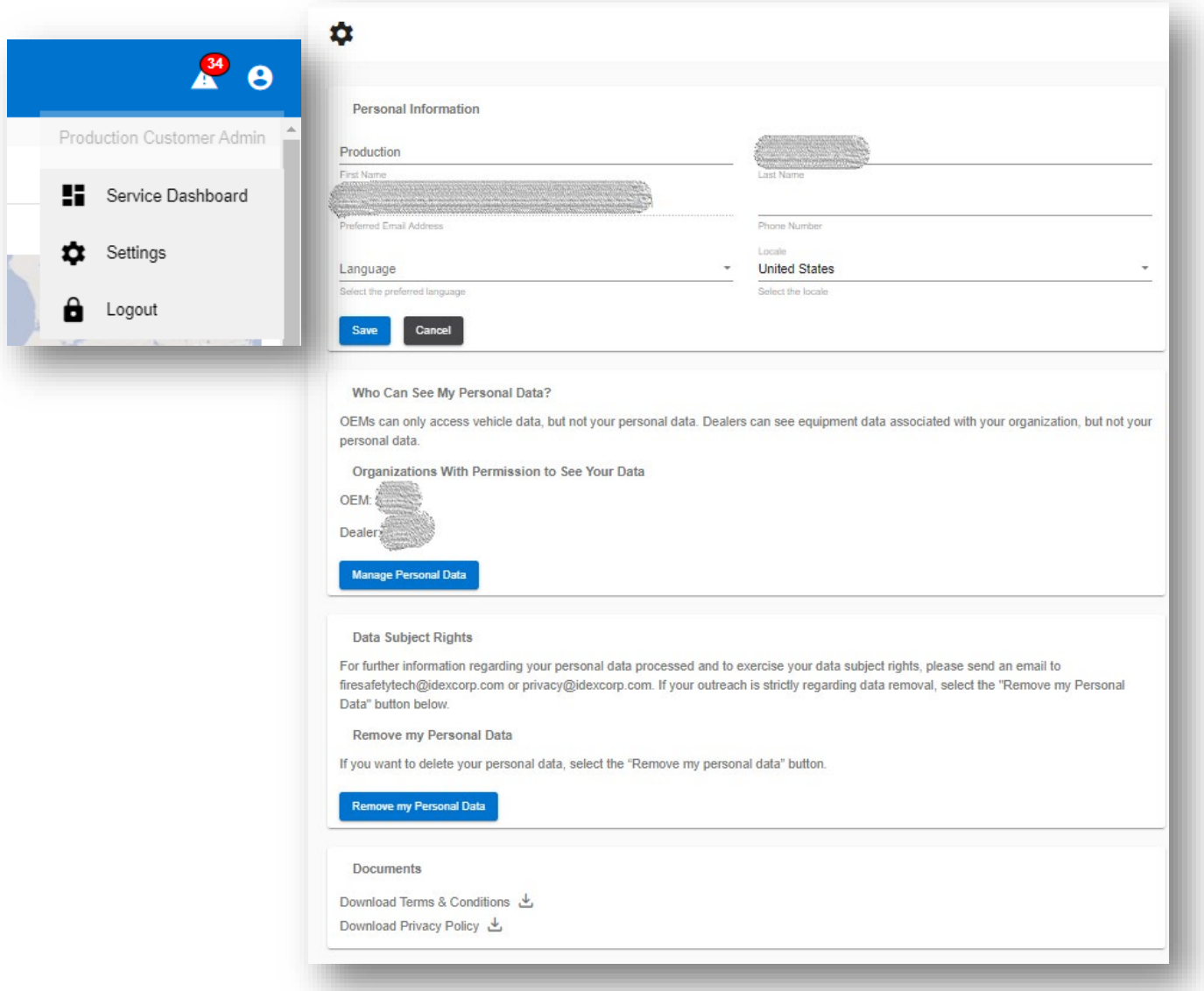
1. Go to Access Management >> Organizations
2. Select the Requests Tab
3. Accept the Data Request



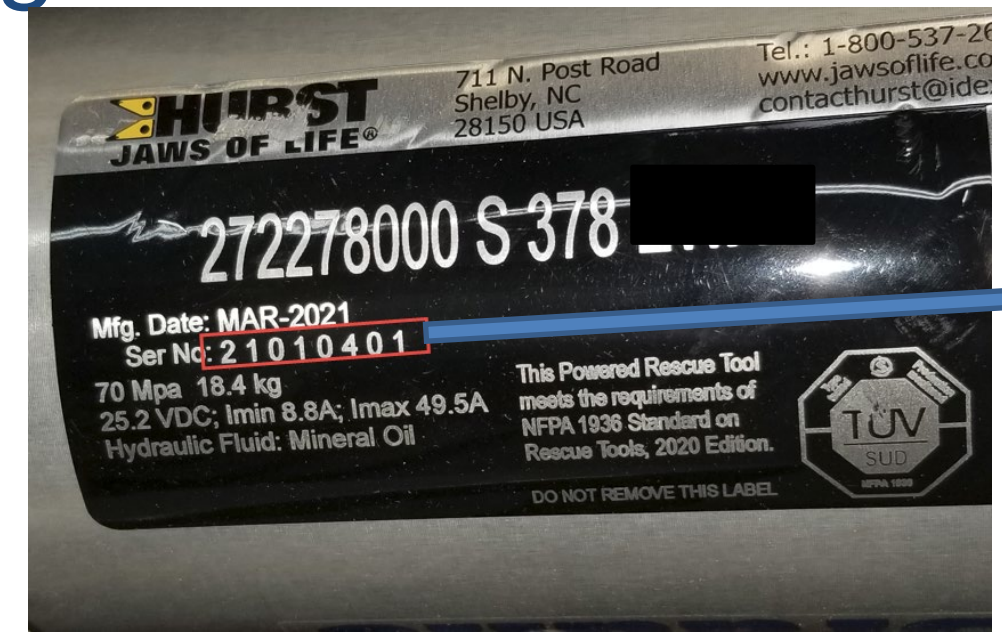
Manage Personal Data Settings

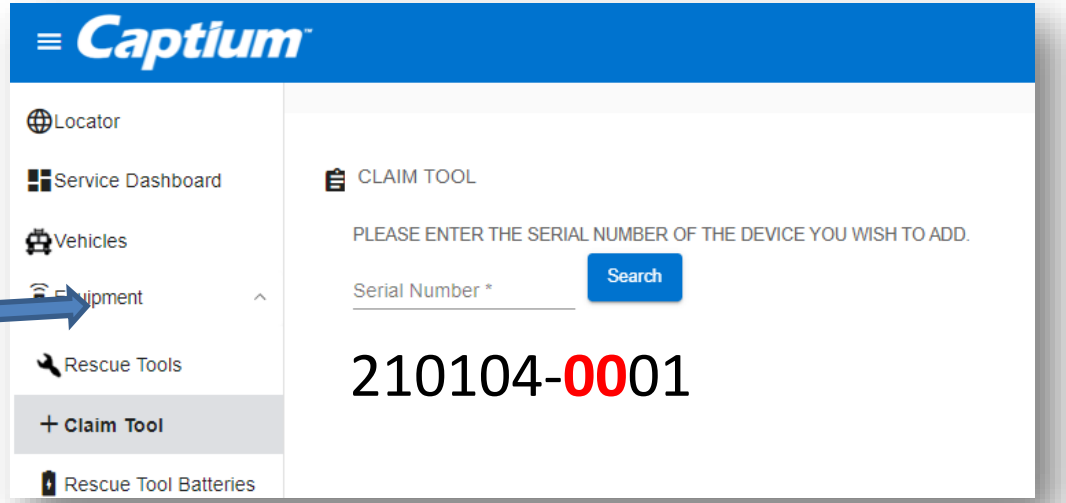
Users can edit their contact information, language, view the organization that can view their device data, view Disclosure Documents

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



Claiming Your Tool



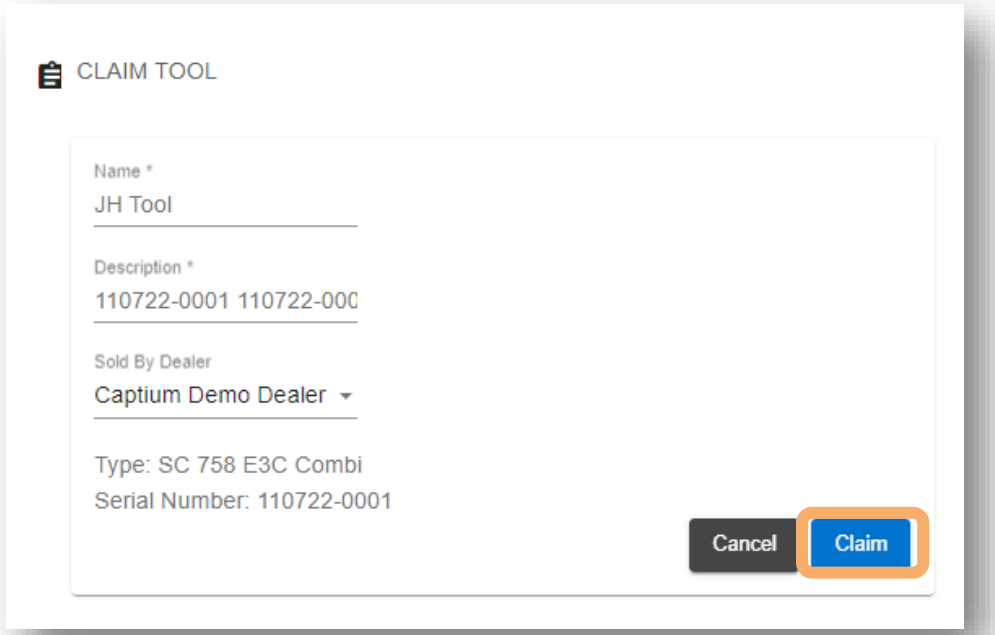


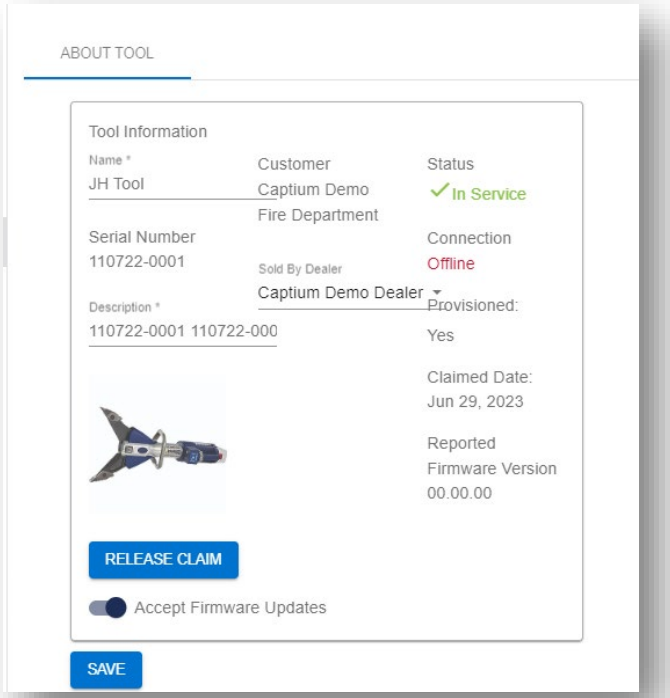
Only users logged in with the Customer Admin role can Claim tools for their organization

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

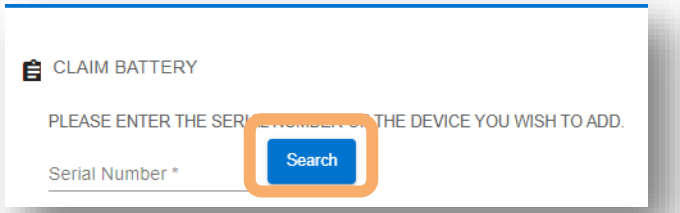
1. Give your tool a name and description
2. Choose the Dealer that Sold the Tool
3. Select Claim
4. Once successfully added, you will be directed to the About Tool Page
5. Manage the technical details of the tool and make edits and any time. The About Tool page always accessible from the main tool page.

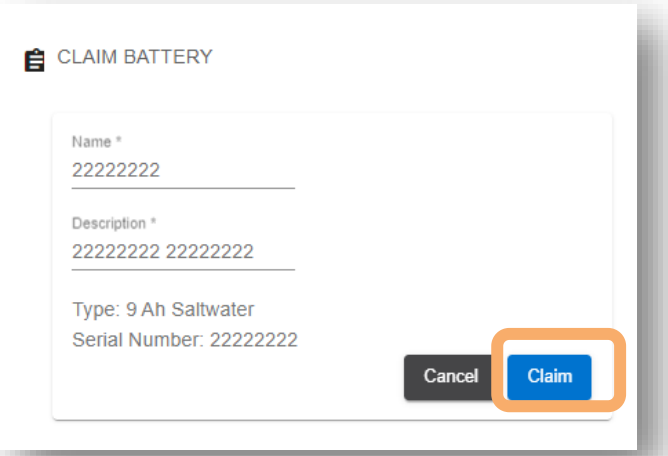


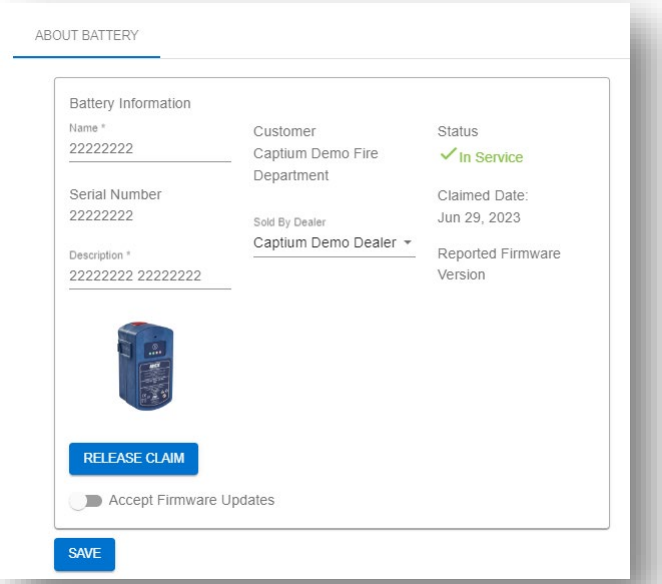


Claiming Your Batteries and Chargers

1. Locate the serial number on your battery or charger
2. Go to Equipment >> +Claim Battery or +Clai 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.



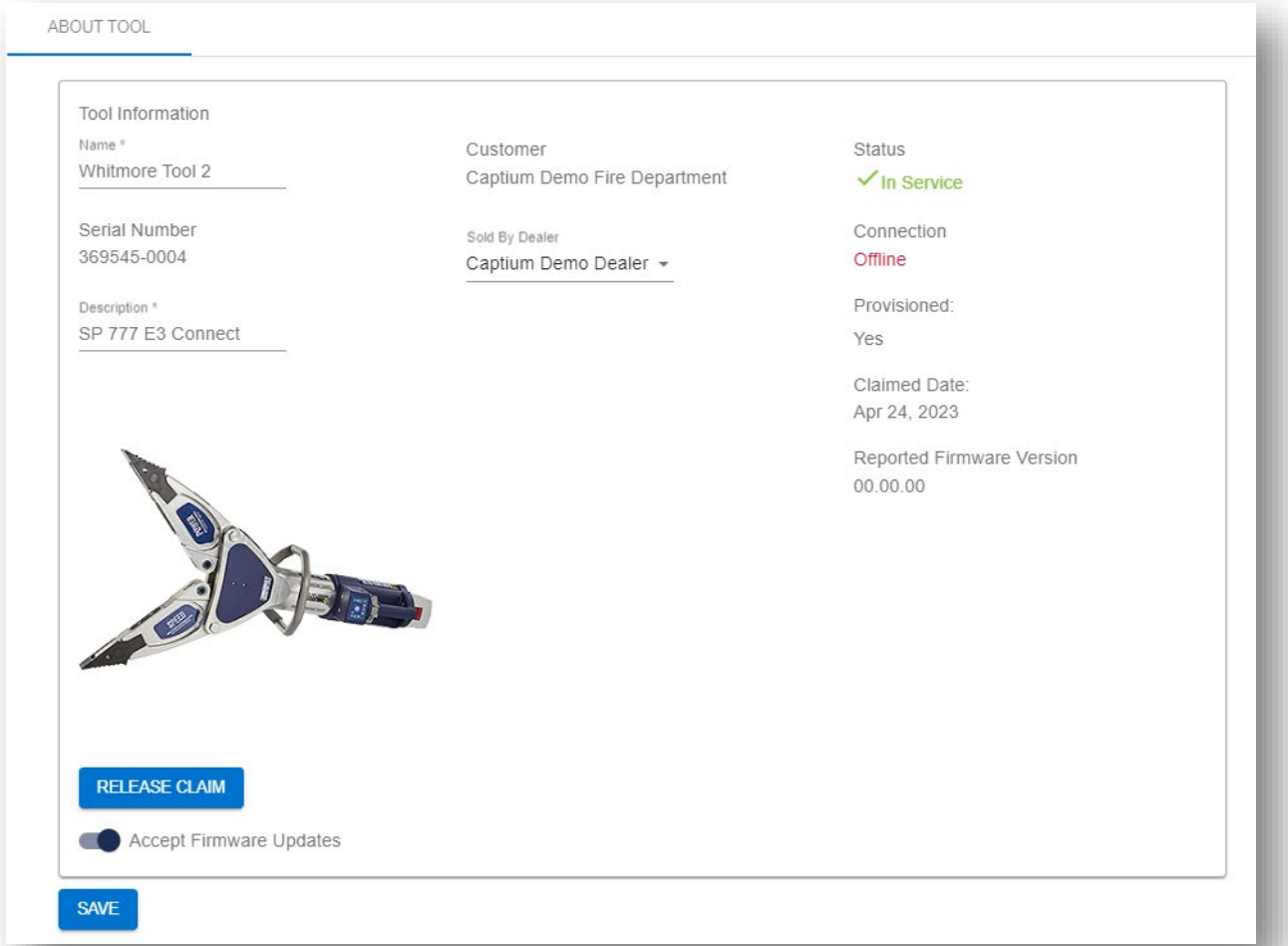




About Pages

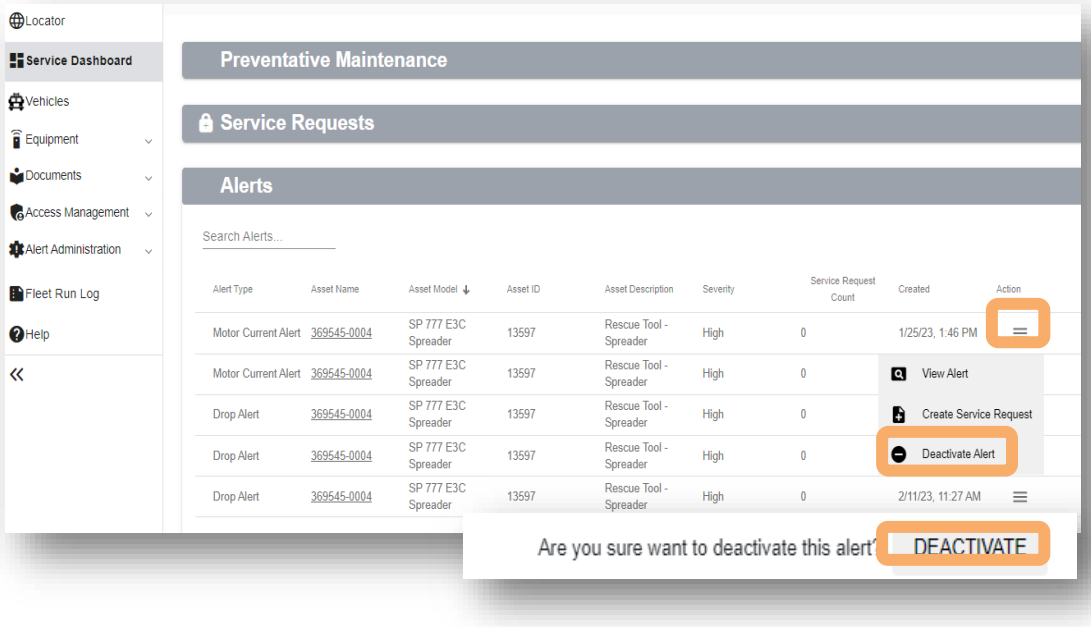
The About Pages allow Customer Admins to edit:

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

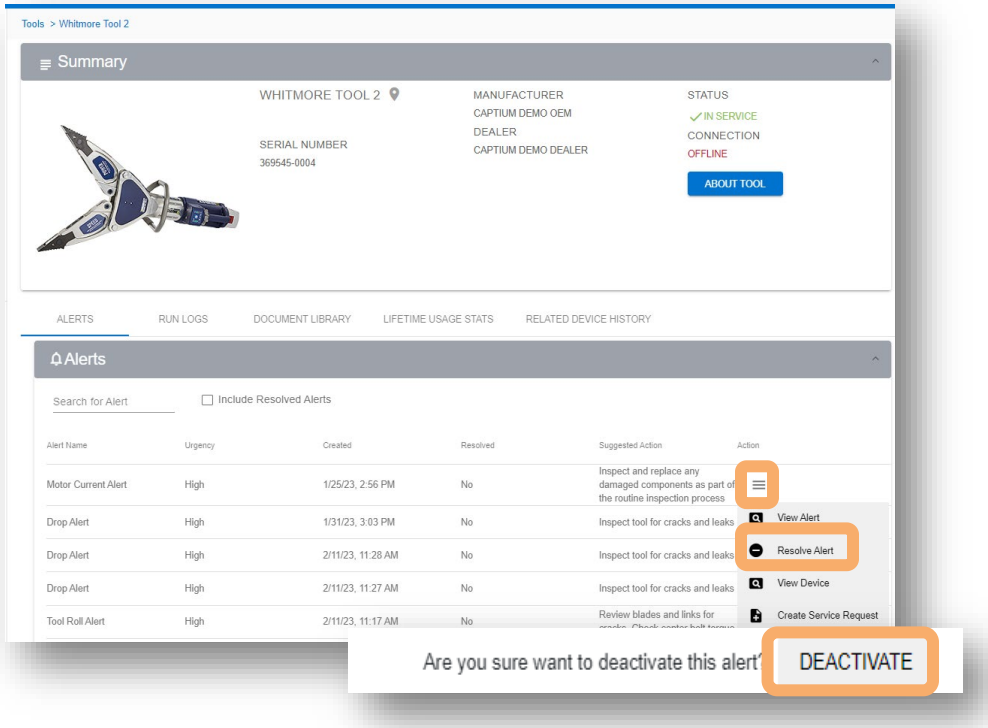


Resolve Alerts

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



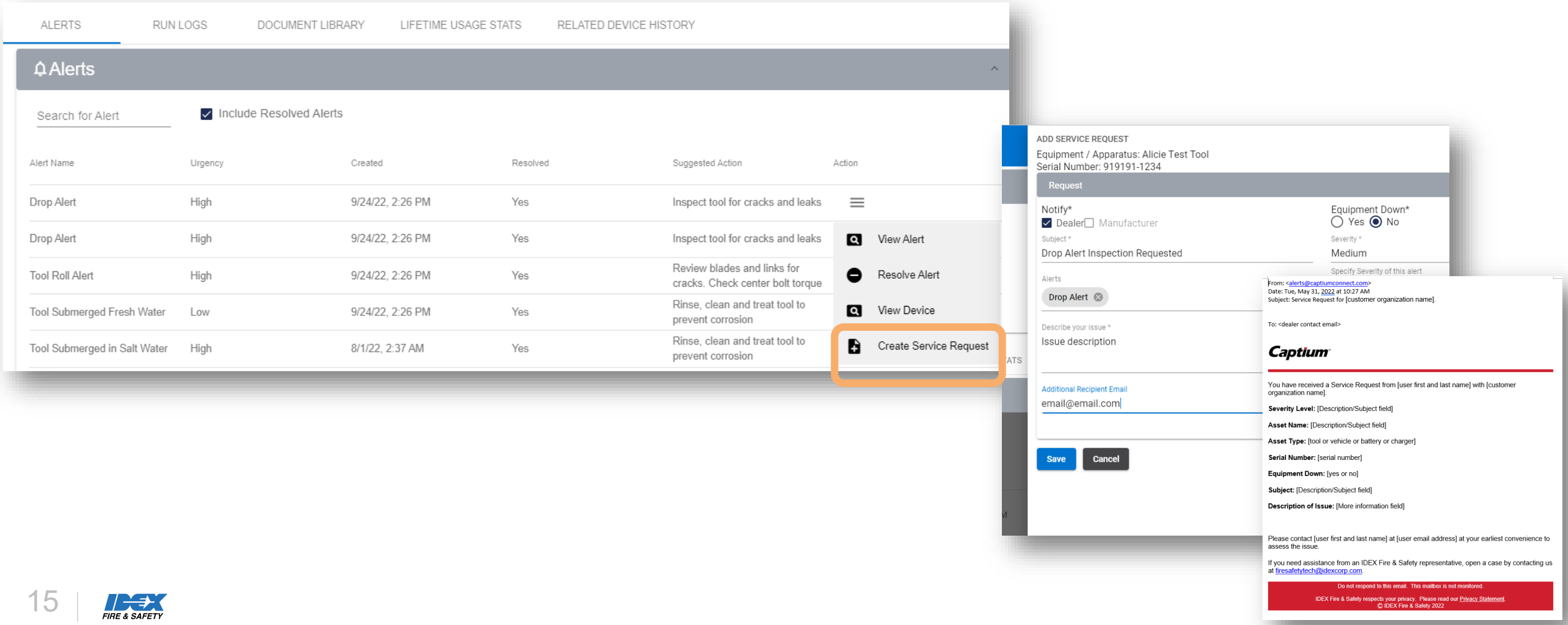
1. From the Alerts section of the Service Dashboard, select the hamburger menu next to the Alert
2. Select, Deactivate Alert, then Deactivate
3. This will hide the alert from the Alerts view. By clicking Include Resolved Alerts you can restore all previously resolved alerts to your view.



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

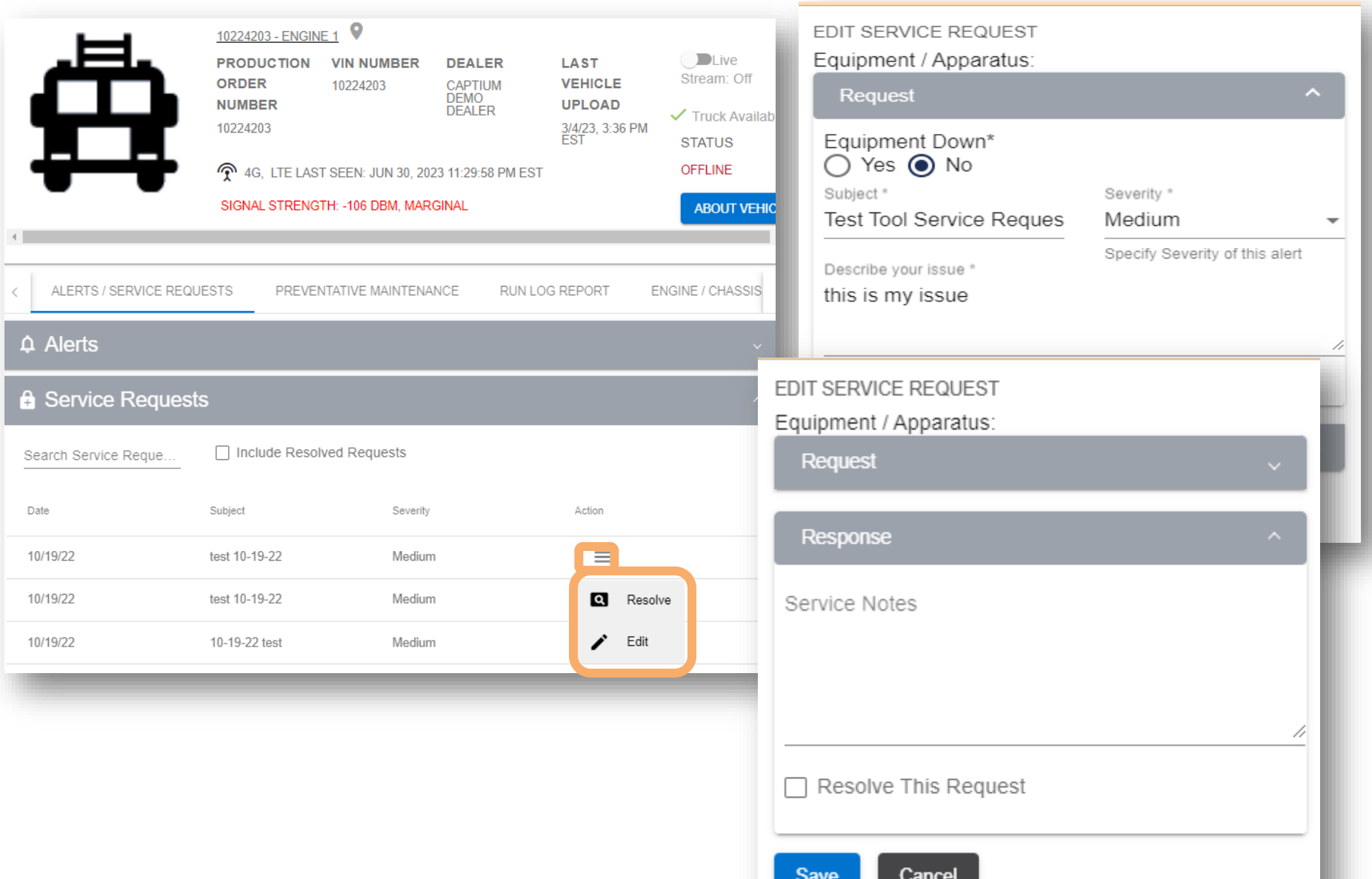
Request Service from Dealer

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.



Resolving Service Requests

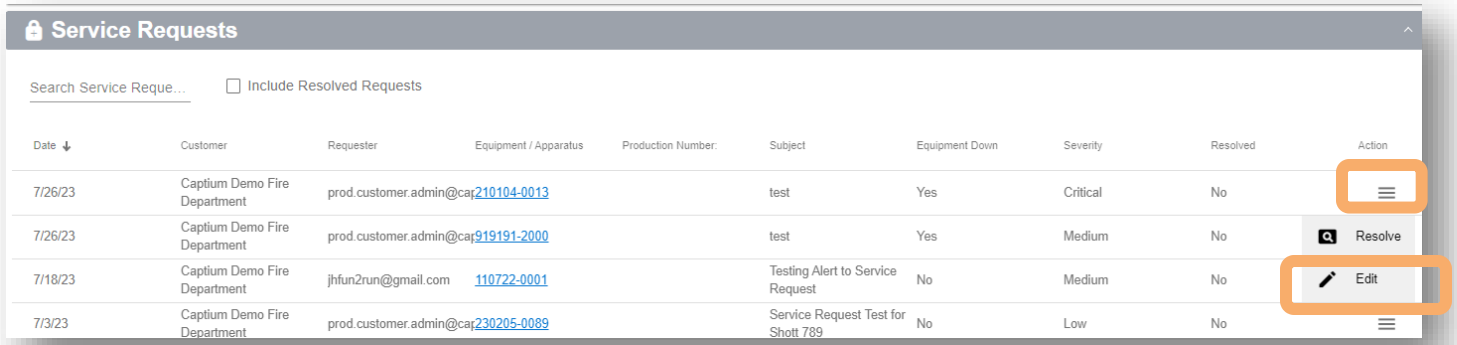
1. From the Service Dashboard or any Device page, locate the Service Requests section
2. Select Resolve or Edit from the hamburger menu.

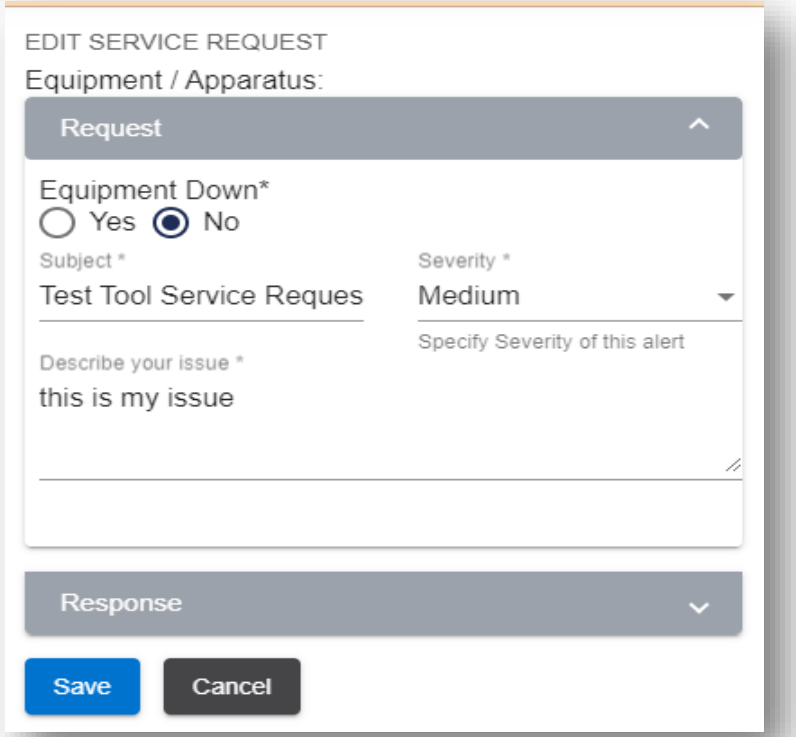


Manage Tools Service Status

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

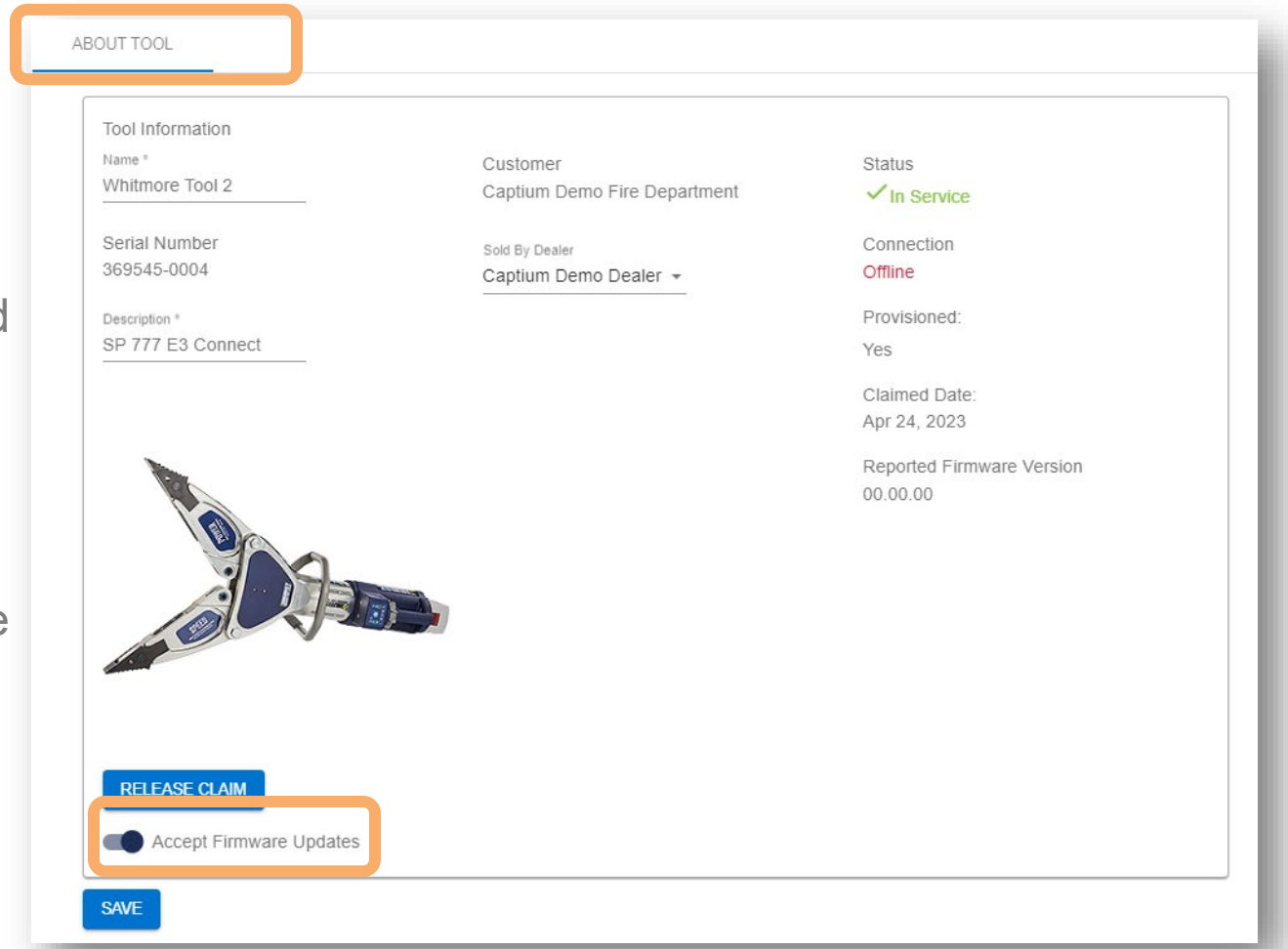




Updating Tool, Battery or Charger Firmware

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.



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