



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

End User Organization & User Setup

- Register your department and admin user here:
<https://captiumconnect.com/captium-account-request/>
- They will receive an email invite to activate their access.
- 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

Captium™



The email account [redacted] has been invited as a user to access Captium associated with New Fake User Organization. Please accept this invitation by [clicking here](#).

Or you can copy and paste this URL into your browser.

[https://firesafety-web-ga.azurewebsites.net/redeem?](https://firesafety-web-ga.azurewebsites.net/redeem?hint=e4yhbGc0JlUz1N1sinR5c016kpxVC9_eyJlbWpCbCI6InNoYXkiAAWRleGNvcnAuy29ttiwi2ZjZzW5fcmRzSi6lNhmFolwiZmFtaWx5X25hbWU1OUYXkiClu)

https://firesafety-web-ga.azurewebsites.net/redeem?hint=e4yhbGc0JlUz1N1sinR5c016kpxVC9_eyJlbWpCbCI6InNoYXkiAAWRleGNvcnAuy29ttiwi2ZjZzW5fcmRzSi6lNhmFolwiZmFtaWx5X25hbWU1OUYXkiClu

[redacted]

If you're having problems with the above link, please open a case with IDEX Fire & Safety by sending a message to 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 2023

New Administrator Setup

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

< Cancel
Captium™
 Please provide the following details.

Verified Email Address

Verified Given Name

Verified Surname

Preferred Language

Country

< Cancel
Captium™
 User Details
 Please provide the following details.

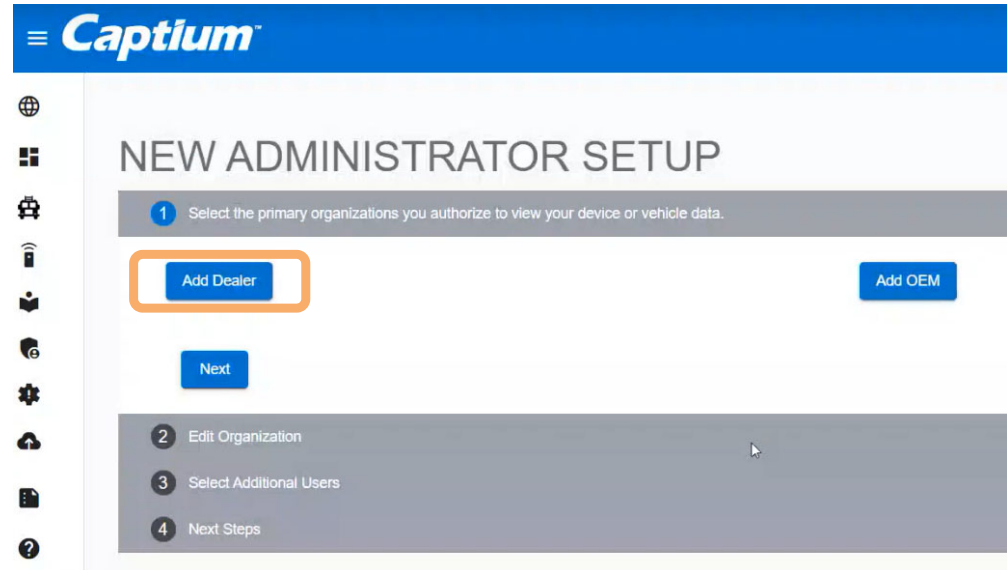
- > **General Terms & Conditions**
[Download Terms & Conditions](#)

Accept
- > **Terms of Use**
[Download Terms of Use](#)

Accept
- > **Privacy Policy**

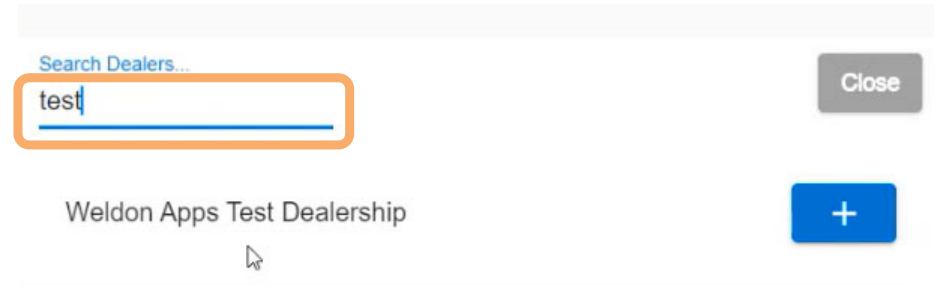
New Administrator Setup

- 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.

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

E-ONE DEALERSHIP Remove

dev-test-00 Remove

Next

2 Edit Organization

3 Select Additional Users

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 *

IDEX

Primary Phone Number

4406225278

Organization Description

IDEX

Secondary Phone Number

614-512-8110

Service Email *

icuba@idexcorp.com

Web Site

Address

Country *

Zambia

State/Province *

State/Province *

Florida

Address Line 1 *

123 myhouse

City *

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 displays a multi-step setup process. At the top, a grey bar contains three steps: 1. Select the primary organizations you authorize to view your device or vehicle data. (with a pencil icon), 2. Edit Organization (with a pencil icon), and 3. Select Additional Users (with a circle containing the number 3). Below this bar, the main content area has the heading "Select authorized users to access the Captium Data Hub for your organization." followed by a horizontal line. Underneath, it says "There are no users to show". Two buttons are visible: "Add User" (highlighted with an orange border) and "Next". At the bottom, another grey bar shows step 4: Next Steps (with a circle containing the number 4).

- 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

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

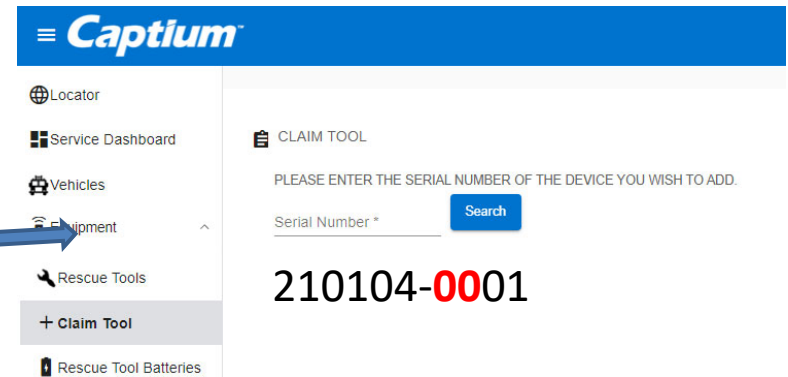
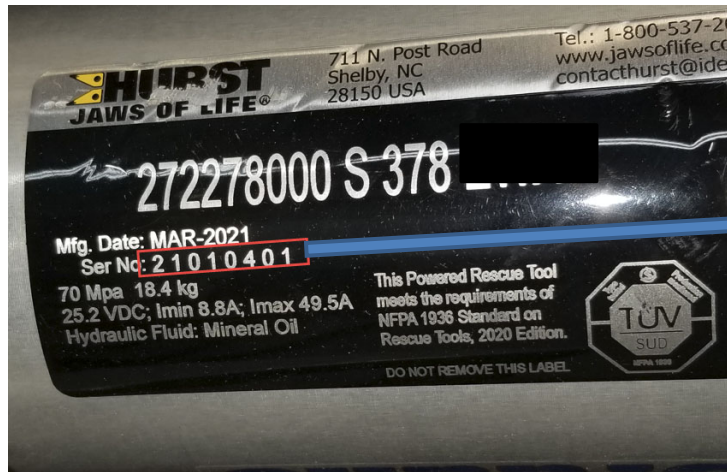
To gain access to your vehicle or tool data, select Claim Vehicle or Claim Tool. Be sure to have your serial number handy.

Claim Vehicle
Claim Tool
Continue To Site

Post-Tool Delivery

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 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	✓ In Service
Serial Number	Fire Department	Connection
110722-0001	Sold By Dealer	Offline
Description *	Captium Demo Dealer ▾	Provisioned:
110722-0001 110722-000		Yes
	Claimed Date:	Reported
	Jun 29, 2023	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 *

Description *

Type: 9 Ah Saltwater
Serial Number: 22222222

ABOUT BATTERY

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



Accept Firmware Updates


Connecting your Tool

How data is sent

Requirements


Configuring your tool Wi-Fi connection

Sending Data



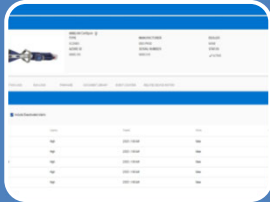
Data Collection Directly from the Tool

- 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 finally attempt



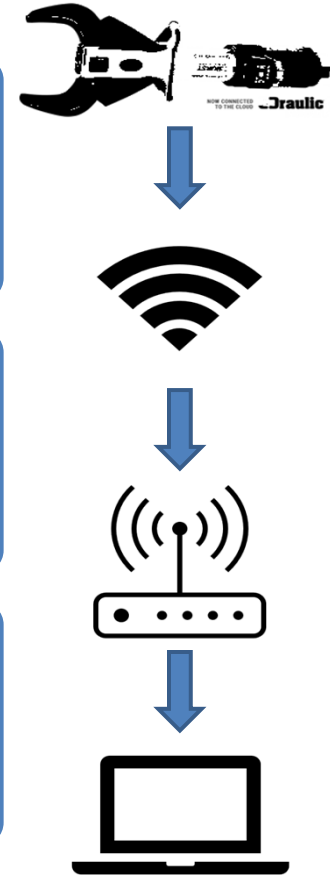
Data is Transferred Via Wi-Fi

- 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



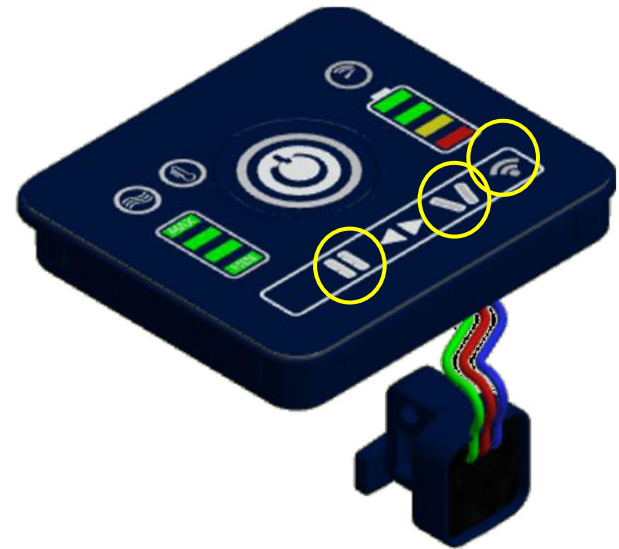
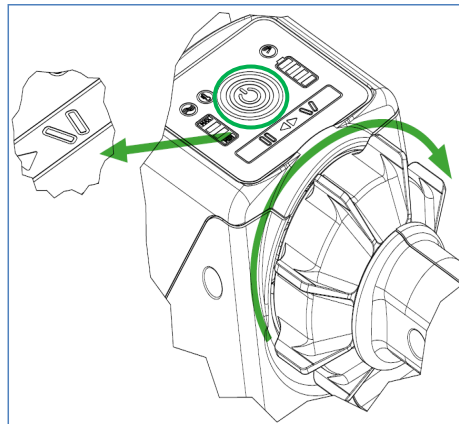
Requirements

- Wi-Fi router with internet connection in range of the tool
- A cellphone or computer with Wi-Fi to connect to the tool to configure it

Enable Your Tools Access Point

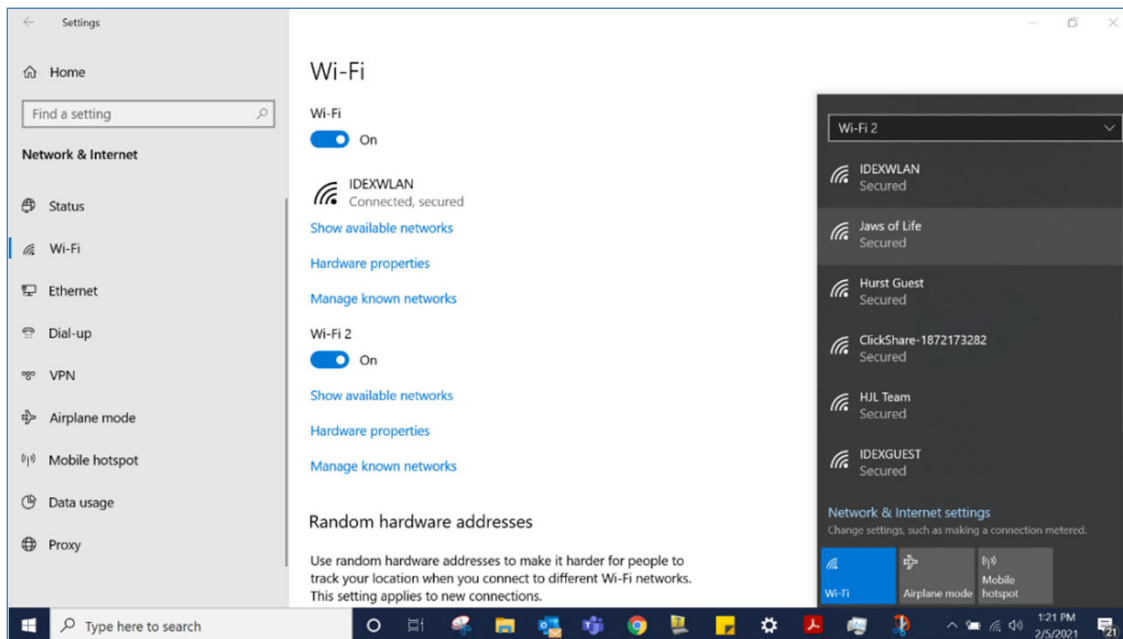
1. Start with the tool turned off
2. Hold the star-wheel in the open position, while pressing and holding the power button, for 15 seconds
3. Once the Wi-Fi icon is illuminated, release the power button and star-wheel

Command	Star-wheel Sequence	Operation Mode	Indicator
Opmode 6	Star-wheel open + hold on/off button for 15 seconds	Wi-Fi Configuration	Open, Close, WIFI Icon



Connecting to your Tools Access Point

1. Using a computer or phone search for the Tools Wi-Fi “Jaws of Life”
2. Connect to this network
3. When prompted enter the password 12345678



Configuring the Tool to Connect to the Wi-Fi

1. Once connected to the tools access point Open any web browser and navigate the URL to <http://192.168.66.1/> or scan QR code on serial tag
2. Click on the Network SSID drop down and select the network the E3 tool should connect to for internet access and enter the password
3. If you need to enter multiple networks press 'Next' if you are finished press the 'Save' or 'Finish' button
4. The tools LEDS' should start to flash, wait until the flashing stops before



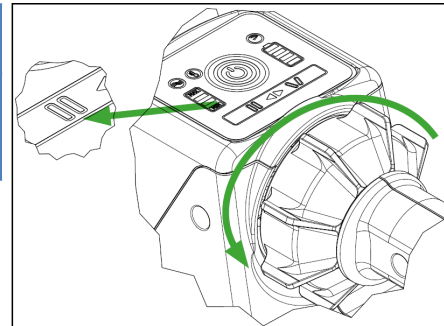
Enter credentials for your station Wi-Fi or hotspot

Click "Save" or "Finish"

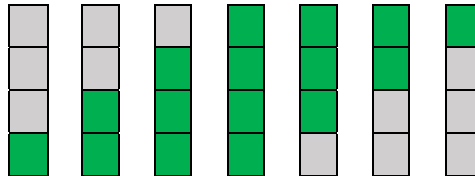
Uploading Data

If the tool was not able to send data during the automatic send cycle, you can manually trigger a send.

Command	Star-wheel Sequence	Operation Mode	Indicator
Opmode 5	Star-wheel close + on/off for 15 seconds	Log Upload	Close, Red Power, WIFI Icon



When you see this on the dash, data transfer has commenced:



Advanced Wi-Fi requirements

- E3 requires a DHCP server to assign it an IP address
- The protocol and ports used for contacting our servers must be open

Port	Protocol	Purpose
123	UDP & TCP	Used to synchronize the time on the rescue device over the Internet via NTP.
8883	UDP & TCP	IoT Hub MQTT connection.
443	UDP & TCP	Device Provisioning Service HTTPS connection.

Captium Data Hub Site Tour

- 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 application 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 of the United States.

Tools List:

- VEHICLES TOOLS** (highlighted with an orange box)
 - Out of Service** (highlighted with an orange box)
 - Active Alerts** (highlighted with an orange box)
- SP 555 E3C Spreader**
 - 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

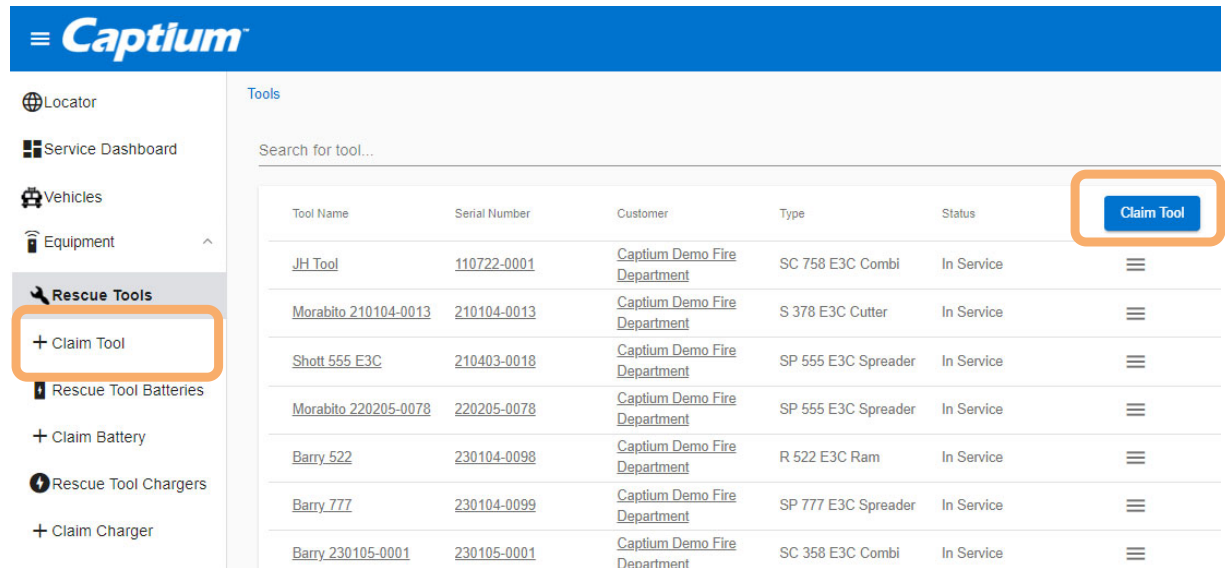
Map: A map of the United States showing the locations of the tools. The locations are marked with colored pins:

- GREEN:** Locations in Ohio, Indiana, Tennessee, and South Carolina.
- YELLOW:** Locations in Kentucky and North Carolina.
- RED:** Location in Kentucky.

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.

- Once you claim your tools, you can see all tools that belong to your organization or granted permission
- 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. On the left is a sidebar with navigation options: Locator, Service Dashboard, Vehicles, Equipment, Rescue Tools (highlighted), Rescue Tool Batteries, Claim Battery, Rescue Tool Chargers, and Claim Charger. The 'Rescue Tools' section is expanded, showing a '+ Claim Tool' button (highlighted with an orange box). The main content area is titled 'Tools' and features a search bar '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
JH Tool	110722-0001	Captium Demo Fire Department	SC 758 E3C Combi	In Service	☰
Morabito 210104-0013	210104-0013	Captium Demo Fire Department	S 378 E3C Cutter	In Service	☰
Shott 555 E3C	210403-0018	Captium Demo Fire Department	SP 555 E3C Spreader	In Service	☰
Morabito 220205-0078	220205-0078	Captium Demo Fire Department	SP 555 E3C Spreader	In Service	☰
Barry 522	230104-0098	Captium Demo Fire Department	R 522 E3C Ram	In Service	☰
Barry 777	230104-0099	Captium Demo Fire Department	SP 777 E3C Spreader	In Service	☰
Barry 230105-0001	230105-0001	Captium Demo Fire Department	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

Name *	Customer	Status
Morabito 220205-0078	Captium Demo Fire Department	✓ In Service
Serial Number	Sold By Dealer	Connection
220205-0078	Captium Demo Dealer	Offline
Description *		Provisioned:
220205-0078		Yes
		Claimed Date:
		Apr 24, 2023
		Reported Firmware Version
		51.05.09



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	☰

☰ 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

Captium

Summary

ALICIE TEST TOOL

SERIAL NUMBER
919191-1234

CUSTOMER
CAPTIUM DEMO FIRE DEPARTMENT

MANUFACTURER
NONE

DEALER
NONE

STATUS
✓ IN SERVICE
CONNECTION
OFFLINE

ABOUT TOOL

Alerts

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

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.

ALERTS RUN LOGS DOCUMENT LIBRARY LIFETIME USAGE STATS RELATED DEVICE HISTORY

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: Alice Test Tool
Serial Number: 919191-1234

Request

Notify*
 Dealer Manufacturer
 Equipment Down*
 Yes No

Subject *
Drop Alert Inspection Requested
Severity *
Medium

Alerts
 Specify Severity of this alert
From: <alerts@captiumconnect.com>
 Date: Tue, May 24, 2022 at 10:27 AM
 Subject: Service Request for [customer organization name]

Describe your issue *
 Issue description
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 fireandsafety@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 2022

Resolve Alerts

- Once you have addressed the Alert, you can select Resolve Alert from the selected row.
- This will remove the Alert from default view and update the Equipment Health Dashboard

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

Lifetime Usage Stats

View critical data on the overall usage of the tool.

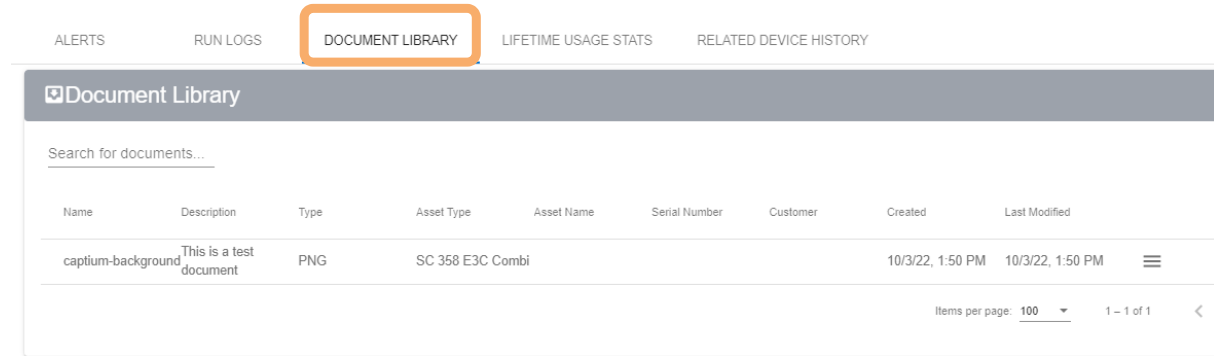
[ALERTS](#)[RUN LOGS](#)[DOCUMENT LIBRARY](#)[LIFETIME USAGE STATS](#)[RELATED DEVICE HISTORY](#)

+ Lifetime Usage Stats

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 manuals pre-loaded by the manufacturer and add your own documents specific to your organization's needs.



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

Document Library

Search for documents...

Name	Description	Type	Asset Type	Asset Name	Serial Number	Customer	Created	Last Modified	
captium-background	This is a test document	PNG	SC 358 E3C Combi				10/3/22, 1:50 PM	10/3/22, 1:50 PM	☰

Items per page: 100 1 - 1 of 1 <

Related Device History

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

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

Related Device History			
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
9AH	NONE	✓ IN SERVICE
SERIAL NUMBER	DEALER	RELATIVE STATE OF CHARGE
D006924-900	NONE	96%
		STATE OF HEALTH
		100%

4/19/2023, 5:14:27 PM EST 4/19/2023, 5:14:27 PM EST

ALERTS RELATED DEVICE HISTORY


Alerts

Search for Alert Include Resolved

Alert Name	Urgency	Created
0 of 0		

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	
0000-4000	NONE	About Charger

ALERTS RELATED DEVICE HISTORY DOCUMENT LIBRARY

Alerts

Search for Alert Include Resolved Alerts

Alert Name	Urgency	Created	Updated	Resolved	Suggested Action	Action
0 of 0						

Items per page: 5 0 of 0

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 by turning the start grip to CLOSE and pressing 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 approx. 1 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

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