

Manitou Core - SureView Immix - Installation and Setup

04/23/2026 12:07 pm EDT

Run Installer SureViewGateway_Setup (1.6.4 or Higher) on Manitou Server.

Installer should do most of the following steps, you should still double check that it did it correctly.

Important! For Development Main Builds (don't run installer, instead):

1. Run Build SureviewGatewayMain
2. Open Drop Folder when build is completed.
3. Grab the following files:
 - BoldTechnologies.Core.dll
 - BoldTechnologies.ServerInterface.dll
 - SureviewGateway.exe
 - SureviewGateway.exe.config (Skip this file when updating your current SureviewGateway version.)
4. Copy these files into your Manitou folder.

Configuration of SureViewGateway

- Open Sureview.exe.config (typically under ../Manitou)
 - Set the following Key values in <appSettings> section: (don't copy the text in bold)
 - Remove any key entries that are NOT listed below.

```
<appSettings>
  <!--Set this value to any valid integer larger than zero.-->
  <add key="ServiceId" value="27" />
  <!--Set to the FEP server name or IP address.-->
  <add key="FepHost" value="localhost" />
  <!--Set to port used by FEP.-->
  <add key="FepPort" value="9996" />
  <!--Set to Sureview server address.-->
  <add key="SureviewServer" value="xxx.xxx.xxx.xxx" />
  <!--Set to Sureview Server port.-->
  <add key="SureviewPort" value="3547" />
  <!--Set to 60. (field is in seconds).-->
  <add key="SureviewAckTimeout" value="60" />
  <!--Set to the restore code to be used to restore signals.-->
  <add key="RestoreCode" value="*R" />
  <!--Set to true.-->
  <add key="AutoAcknowledge" value="true" />
</appSettings>
```

Workstation Installation and Setup

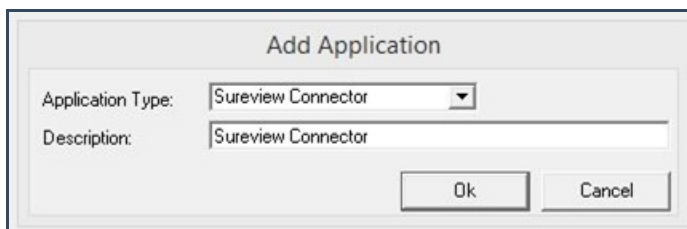
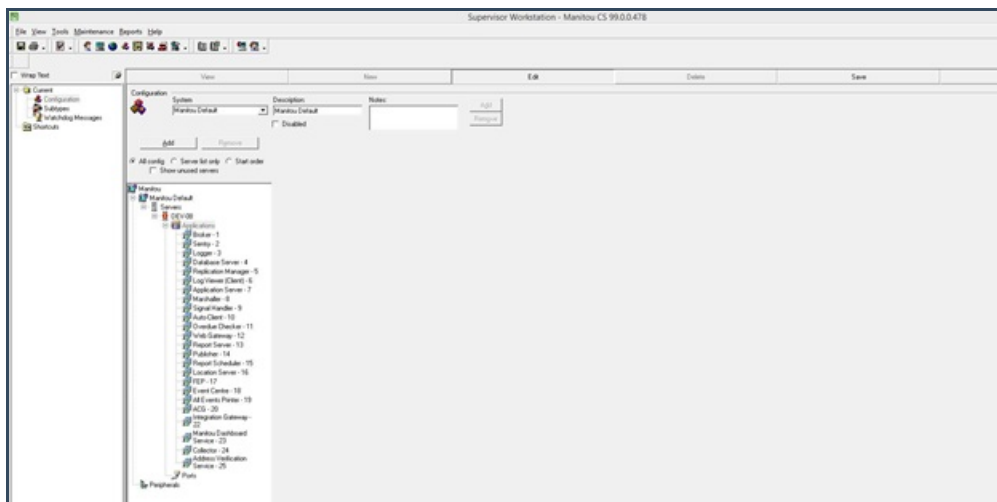
1. Run Installer for SureViewImmixRemote_Setup on the Workstation
2. Edit ImmixRemote.exe.config file (should be in .../Manitou path)
3. Change ImmixCloudURL value to be pointed at correct URL (Set to Sureview server address)

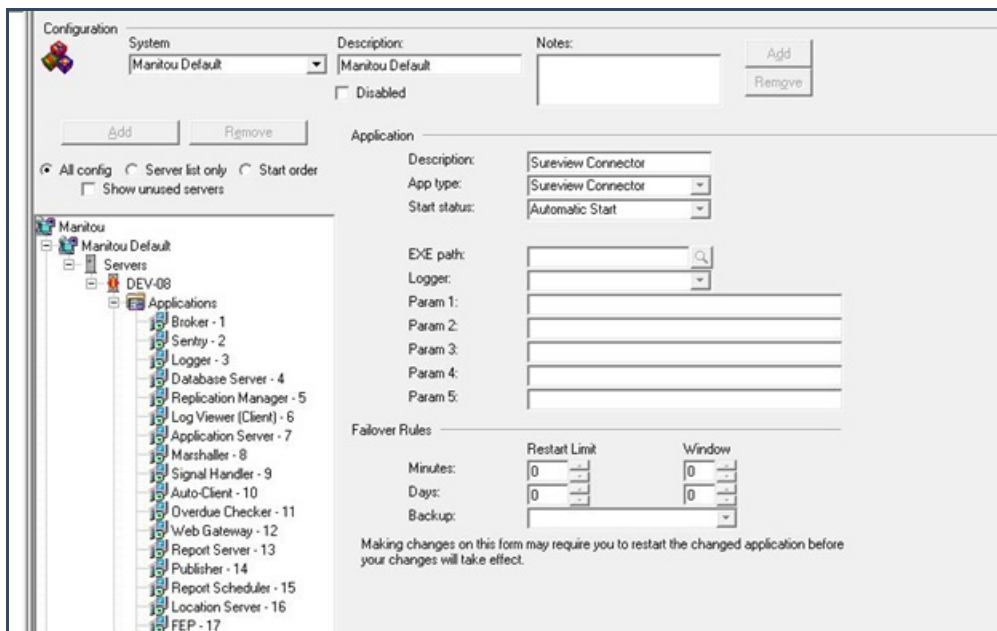
Manitou Supervisor Workstation Setup

Open Manitou Supervisor Workstation

Configuration

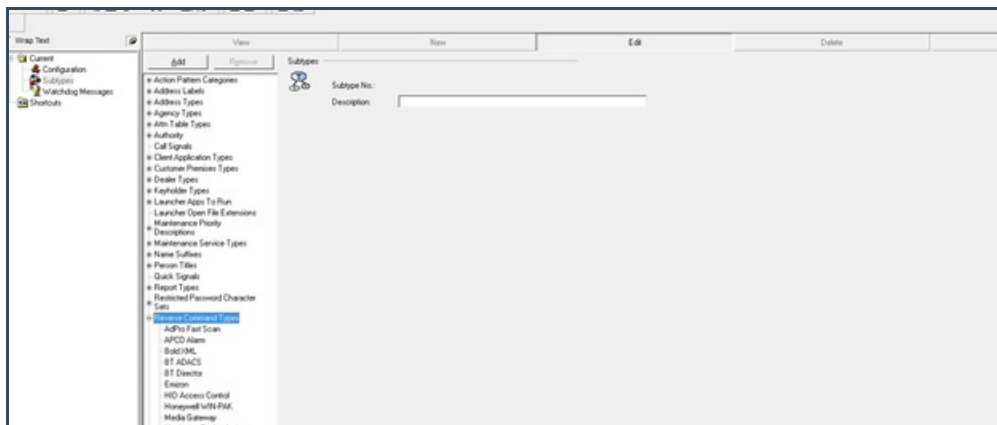
1. Open Maintenance->Setup->Configuration, click Edit
2. Select Applications Folder and click Add.
3. Select Sureview Connector (mines shows SureView Connector Service) and click ok.
4. Set Start status to Automatic Start
5. Click Save.

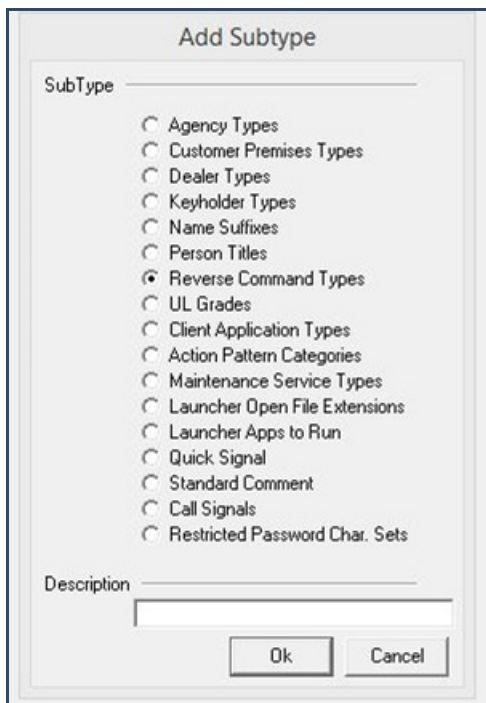




SubTypes

1. Open Maintenance->Setup->SubTypes
2. Select Reverse Command Types and click Edit.
3. Click Add and enter "Sureview Immix" on the description. Make sure the SubType "Reverse Command Types" is selected.
4. Click Ok and save.





Add Subtype

SubType

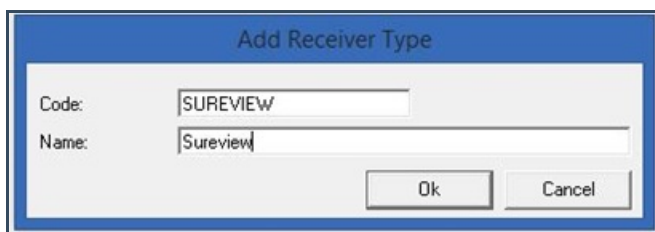
- ☐ Agency Types
- ☐ Customer Premises Types
- ☐ Dealer Types
- ☐ Keyholder Types
- ☐ Name Suffixes
- ☐ Person Titles
- ☒ Reverse Command Types
- ☐ UL Grades
- ☐ Client Application Types
- ☐ Action Pattern Categories
- ☐ Maintenance Service Types
- ☐ Launcher Open File Extensions
- ☐ Launcher Apps to Run
- ☐ Quick Signal
- ☐ Standard Comment
- ☐ Call Signals
- ☐ Restricted Password Char. Sets

Description

Ok Cancel

Receiver Types

1. Open Maintenance->Setup->Receiver Types and click Edit.
2. Click Add.
3. Enter 'Sureview' on both Code and Name
4. Select BOLDXML in Driver. Enter DEBUG=1,MODEL=1,RAWNOACK=1 in options with NO spaces.
5. Click save.

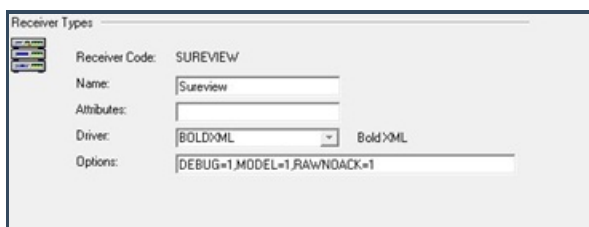


Add Receiver Type

Code: SUREVIEW

Name: Sureview

Ok Cancel



Receiver Types

Receiver Code: SUREVIEW

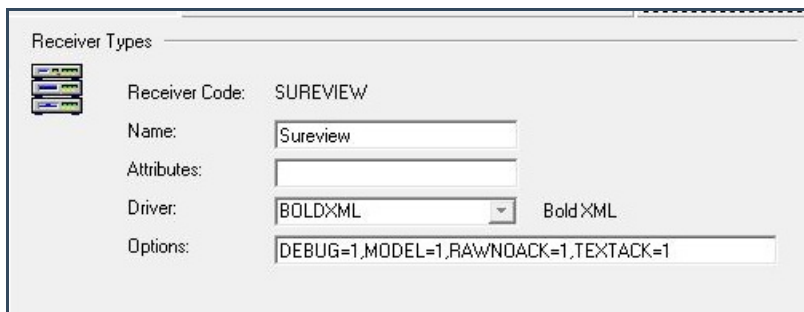
Name: Sureview

Attributes:

Driver: BOLDXML BoldXML

Options: DEBUG=1,MODEL=1,RAWNOACK=1

If the customer would like for the Manitou alarm to be automatically closed by the Auto Client once it has been sent to the Immix Viewer, they will need to include TEXTACK=1 in the Receiver Type options.



Receiver Types

Receiver Code: SUREVIEW

Name: Sureview

Attributes:

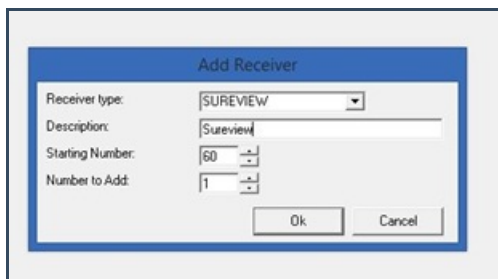
Driver: BOLDXML Bold XML

Options: DEBUG=1,MODEL=1,RAWNOACK=1,TEXTACK=1

If we receive more than just an ack from a sent reverse command, like "text" for example (SureView ALARMMSG rev command response), we pass that response status on to the Signal Handler as REVCMD_RESP_DATA_WAITING_LAST instead of simply REVCMD_RESP_COMPLETED_ACK because the expectation is that the operator needs to see this "text". However, in the case of a successful reverse command send (Final is Y), some have expressed a desire that the system simply continue automatically. To accommodate this, we added the TEXTACK receiver option, TEXTACK=1 will consider a successful response (in Final=Y) with "text" to be an REVCMD_RESP_COMPLETED_ACK. Alternatively, TEXTACK=0, the default, will consider a successful response (in Final=Y) with additional "text" to be an REVCMD_RESP_DATA_WAITING_LAST state, meaning an operator must see it, because it was more than just an ack, "text" info was also received.

Receivers

1. Open Maintenance->Setup->Receivers and click the FEP where you want to set Sureview. Click Edit.
2. Click Add. Select Sureview in Receiver Type. Enter Sureview in Description. Click ok.
3. Select TCP/IP (In) in Port Type. Enter Host IP. Enter Port Number. Select Default Receiver Line Prefix. Select Default Monitoring Group. Select Receiver Line Prefix. Select Transmitter ID.
4. Click save.



Add Receiver

Receiver type: SUREVIEW

Description: Sureview

Starting Number: 60

Number to Add: 1

Ok Cancel

Receivers

Receiver Number: 59

Receiver Type: SUREVIEW

Description: Sureview

Port Type: TCP/IP (n)

Host IP: localhost

Port Number: 9996

Host IP (Secondary):

Port Number (Secondary):

Soft Command Receiver Code: ☐ Disabled

Defaults:

Default Receiver Line Prefix: RL Prefix 10

Default Monitoring Group: Monitoring Group 0

Default Designation for Unknown Signals:

Receiver Line Prefix: RL 00

Transmitter ID: ABCDEF

Default Customer:

Linked Receiver:

FEP Number:

Receiver Number:

Reverse Command Route

1. Open Maintenance->Setup->Reverse Channel Routes
2. Select Sureview Immix and click Edit.
3. Click Add. Select Sureview Immix in Protocol. Enter Sureview Gateway in the description. Press ok.
4. Select FEP in Application Type. Select Receiver line prefix. Select the FEP where Sureview receiver is. Select SUREVIEW in Receiver Type.
5. Click save.

Add Reverse Channel Route

Protocol: Sureview

Description: Sureview Gateway

Ok Cancel

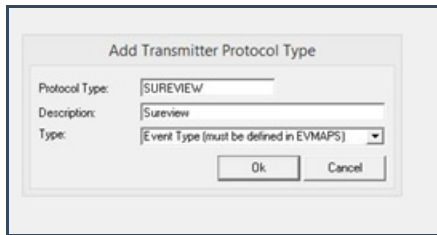
Reverse Channel Routes

Protocol	Sequence	Description	Dealer	Application Type	Receiver line prefix	FEP	Receiver	Receiver line	Receiver type
Sureview	1	Sureview Gateway		FEP	10	FEP 1	FEP	FEP	SUREVIEW

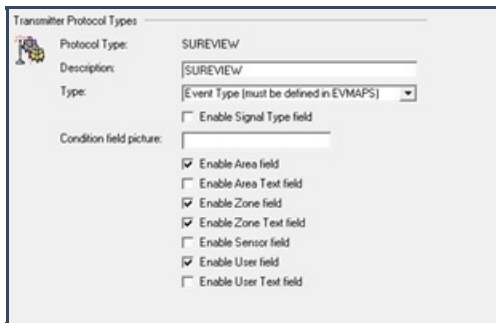
Transmitter Protocol Type

1. Open Maintenance->Setup->Transmitter Protocol Types
2. Click Edit.
3. Click Add. Enter Sureview in Protocol Type and Description. Select Event Type (must be defined in EVMAPS) in Type. Click ok.
4. Check Enable Area field. Check Enable Zone field. Check Enable Zone Text field. Check Enable User field.

5. Click save.



A dialog box titled "Add Transmitter Protocol Type". It contains three input fields: "Protocol Type" with the value "SUREVIEW", "Description" with the value "Sureview", and "Type" with a dropdown menu showing "Event Type (must be defined in EVMAPS)". At the bottom are "Ok" and "Cancel" buttons.



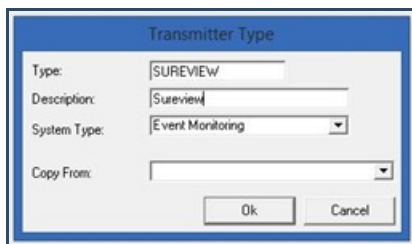
A dialog box titled "Transmitter Protocol Types". It contains the same three input fields as the previous dialog: "Protocol Type" (SUREVIEW), "Description" (SUREVIEW), and "Type" (Event Type (must be defined in EVMAPS)). Below these fields is a "Condition field picture:" label followed by a list of checkboxes: "Enable Signal Type field" (unchecked), "Enable Area field" (checked), "Enable Area Text field" (unchecked), "Enable Zone field" (checked), "Enable Zone Text field" (checked), "Enable Sensor field" (unchecked), "Enable User field" (checked), and "Enable User Text field" (unchecked).

Manitou Operator Workstation Setup

Open Manitou Operator Workstation (or ManitouNEO)

Transmitter Type

1. Open Maintenance->TX Types
2. Select Event Monitoring and click Edit.
3. Click Add. Enter Sureview in Type and Description. Click ok.
4. Select Sureview Immix in Reverse Cmd Protocol.
5. Check Video Capable in Attributes.
6. Select Sure View ImmixRemote in Video Type.
7. Check if there is any Transmitter Type Programming that would mess up the signal
8. Click Save



A dialog box titled "Transmitter Type". It contains four input fields: "Type" with the value "SUREVIEW", "Description" with the value "Sureview", "System Type" with a dropdown menu showing "Event Monitoring", and "Copy From" with a dropdown menu. At the bottom are "Ok" and "Cancel" buttons.

Add
Remove

- Event Monitoring
 - DFLT - Default Transmitter Typ
 - OPENEYE - OpenEye
 - SUREVIEW - SureView Transr
 - V1K - VeriX V1000
- Access Control
 - 3XLOGIC - 3xLogic
 - FUSION - DNA Fusion
- GPS

Transmitter Type


Transmitter Type: SUREVIEW
System Type: Event Monitoring
Description: SureView Transmitter
Protocol Type: SUREVIEW
Reverse Cmd Protocol: SureView Immix

Transmitter Input ID



Group 1 Value Range:	Base	Minimum	Maximum	Separator
	☒ Decimal			
	☐ Hexadecimal			
Group 2 Value Range:	☒ Decimal			
	☐ Hexadecimal			
Group 3 Value Range:	☒ Decimal			
	☐ Hexadecimal			

TX Input ID:

Attributes



☐ Audio Capable

Audio Type:

☒ Video Capable

Video Type: Sure View ImmixRemote

☒ Raw Event Programming

☐ Monitored Transmission Path

☐ Generate L-T-T Only When Closed

☐ Web Capable

Reverse Commands

1. Open Monitoring Company and go to Reverse Commands.
2. Select Sureview Immix and click Edit.
3. Click Add. Enter ALARMMSG in Command. Enter Send Msg to Sureview in Description. Select Sureview in Reverse Protocol. Click ok.
4. Select Operator in User Group.
5. Select Customer in Command Level.
6. Check Alarm Only in Availability.
7. Add the following Parameters
8. Click save.

Add Reverse Command

Command
ALARMMSG

Description
Send Msg to Sureview

Reverse Protocol
Sureview

☐ Copy from Selected Command

Ok

Cancel

Optional Parameters							
Field Type	Data Type	Label	Range	DB Value	Default	Format	
Database	Test	Alarm Unique Id		Alarm Unique Id			
Database	Test	Subscriber ID (TXID)		SureView Immix Tx Id			
Database	Test	Event Category		Event Category			
Database	Test	Event Code		Event Code			
Database	Test	Event Time		Event Time			
Database	Test	Original Area		Original Area			
Database	Test	Original Zone		Original Zone			
Database	Test	Point ID		Point ID			

Action Pattern

1. Open Monitoring Company and select Action Patterns
2. Click Edit and select Default and then Add
3. Select Send from Command
4. Set Action ID to SUREVIEW and provide a description
5. Set Protocol to SureView Immix
6. Select the ALARMMSG command
7. Set Route to the default transmitter
8. Set Comms No

Dealer Considerations

1. If Customer is under a dealer then check that the needed TX Type is allowed at the dealer
2. Make sure the TXID Range allows the SureView Account Number
3. Make sure that they don't have the Reverse Command Protocol blocked at the dealer level

Customer Setup

1. Create a Transmitter for SureView incoming alarms.
2. Hit Edit and Enter SVTX and hit OK.
3. Change Transmitter Type to SUREVIEW
4. Change Receiver Line Prefix to the one specified used in the Sureview Receiver
5. Change the Transmitter ID to equal the SureView Account number (or change in Sureview)
6. If the customer has another transmitter for a traditional panel, make sure that the programming is set up to use an Action Pattern that includes the ALARMMSG reverse command. This is so that any alarm from the panel creates an alarm in Immix.

Add Transmitter

Transmitter No:

Description:

View New Edit

Transmitter

Transmitter No: 2

Description: SVTX

Transmitter Type: SUREVIEW

Receiver Line Prefix: OSV

Transmitter ID: SUB1234

TX Protocol Type: SUREVIEW

Caller ID 1:

Caller ID 2:

Remote Address:

Transmitter Dates

Path Enabled Date:

Connect Date:

Termination Date:

Offsets

Area Offset:

Zone Offset:

Sensor Offset:

Options

☐ Generate Restore Overdues

☐ Any Activity Satisfies Test

☐ Extended Signaling

☐ Do not use Dealer Programming

☐ Generate L-T-T Only When Closed

☐ Regular Activity Expected

☐ Audio Capable

☐ Create Call Session (No Listen-In)

☐ Drop Listen-In if no Alarm

☒ Video Capable

☐ Raw Event Programming

☐ Monitored Transmission Path

☐ Encrypted

☐ Backup Transmitter

☐ Has Add-on Modules

Transmitter Test

Interval:

Notes

SureView Considerations

1. Site must have Account Number matching Transmitter ID
2. The Immix website must have the piece for the ImmixRemote launcher. It is called RemoteWebAccess svpkg and is installed by Immix on their server.
3. The Immix side must have users for each operator with credentials that match those in Manitou.