

SureView Immix User Guide

01/10/2024 1:37 pm EST

Intended operation of Integration

The SureView Immix Integration is used primarily for SureView to push Camera Activity based alarms into Manitou. The SureView Server housed at the customer location will submit an alarm with an authenticated link to Manitou. This link is then opened by the Operator on-site and directs them to the SureView Immix internal Site that then displays the Video Clip in Google Chrome. Once the operator Verifies the video, the SureView server submits a Binary file to Manitou that has the results of what the operator observed in the Video Link.

Additionally, the integration also allows a panel alarm in Manitou to submit an alarm to the Immix server and prompt the associated camera view in relation to said panel.

Prerequisites to Successful Integration

1. Each Customer Account must have a Transmitter ID that matches SureView Account Number
2. The Immix Server must have the RemoteWebAccess Svpkg installed by the SureView Immix Technician
3. Immix User credentials must match Manitou User credentials
 - Username and Password must be identical
4. SureView Integration installed according to the documented setup process:
 - [Manitou Core - SureView Immix - Installation and Setup](#)
5. If customer site is using Bold AutoClient, additional transmitter programming will be necessary
 - Transmitter Type must globally present something to an operator to prevent AutoClient from handling Immix Alarms automatically
 - Testing in this guide is using a "Show Transmitter notes" line in the action pattern to bypass the AutoClient
6. SureView alarms may come through as a *A or Activation. This may need to be adjusted to appear as a *B or Burglary alarm.
7. Testing of the Manitou to Immix integration will require the test account to have a traditional transmitter attached in addition to the SureView transmitter.

Testing Immix to Manitou alarm generation

The most commonly used function of a SureView Immix integration is a motion activated camera presenting an alarm to an operator in Manitou. After the integration is set up the first test to be completed is verifying that Manitou can present the alarms to an operator and the operator is able to open the link to the Immix alarm successfully.

1. Have SureView technician send a test signal through to Manitou
2. Verify that the Signal arrives in the alarm queue with the correct Customer and Transmitter ID
3. Handle the Alarm and proceed through the action pattern (D or DO button)
 - o This Example has the additional programming line for use with the Bold AutoClient

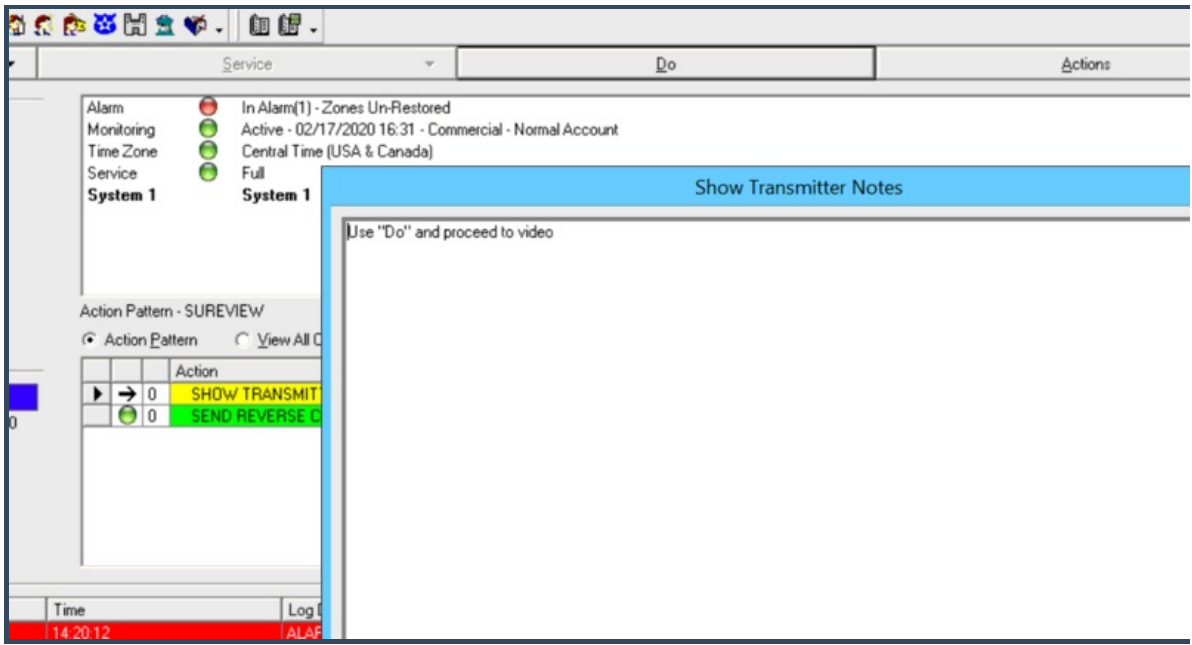
The screenshot displays the Manitou software interface for a Burglary Alarm. The top navigation bar includes 'Operations', 'Service', and 'Do' menus. The main content area is divided into several sections:

- Customer Info:** SV00001 - Immix Bold Test (Sureview), 1910 E Kimberly Rd, Davenport, IA 52607, Cross Street: N/A, Subdivision: N/A.
- Alarm Info:** Burglary Alarm, Priority: 4, Time: 02/20/2020 14:20. System: 1 - System 1, Tx: 2 - Burg TX, Zone: 1.
- Alarm Status:** In Alarm(1) - Zones Un-Restored, Monitoring: Active - 02/17/2020 16:31 - Commercial - Normal Account, Time Zone: Central Time (USA & Canada), Service: Full, System 1.
- Action Pattern - SUREVIEW:** Includes options for Action Pattern, View All Contacts, and View All Call Lists. The action list shows:

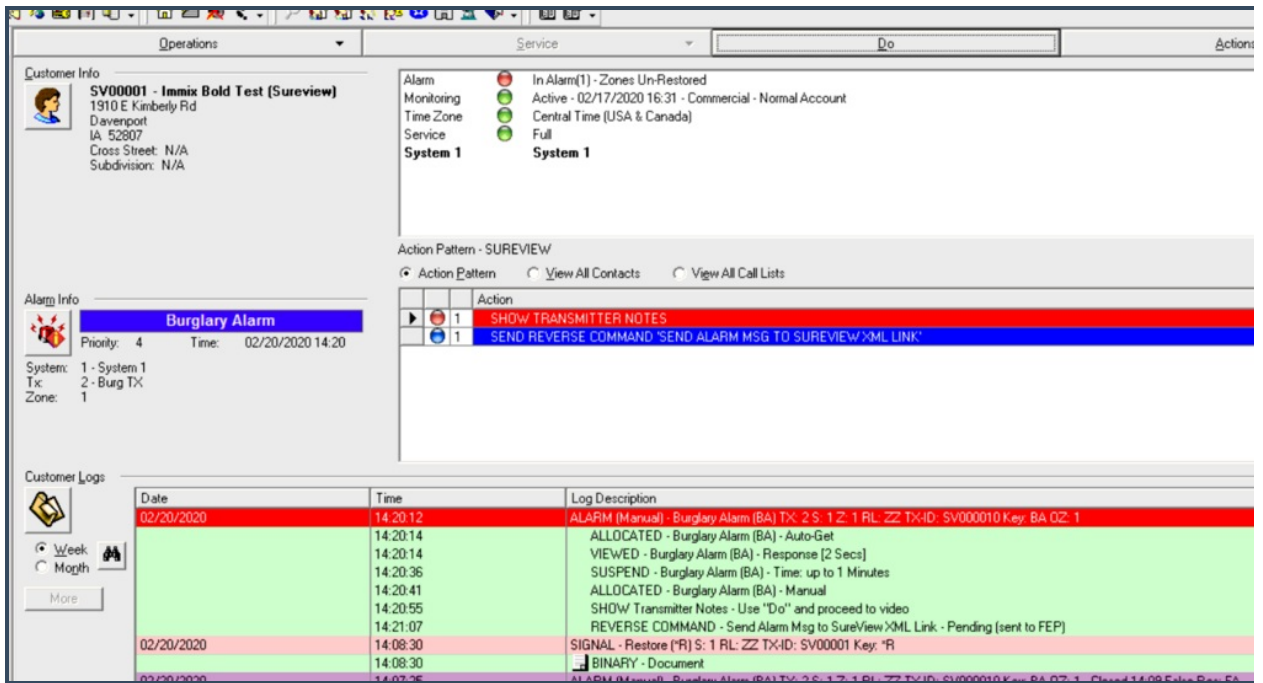
Action
SHOW TRANSMITTER NOTES
SEND REVERSE COMMAND "SEND ALARM MSG TO SUREVIEW">M LINK"
- Customer Logs:** A table showing the sequence of events:

Date	Time	Log Description
02/20/2020	14:20:12	ALARM (Manual) - Burglary Alarm (BA) TX: 2 S: 1 Z: 1 RL: ZZ TX-ID: SV000010 Key: BA 02
	14:20:14	ALLOCATED - Burglary Alarm (BA) - Auto-Get
	14:20:14	VIEWED - Burglary Alarm (BA) - Response [2 Secs]
	14:20:36	SUSPEND - Burglary Alarm (BA) - Time: up to 1 Minutes
	14:20:41	ALLOCATED - Burglary Alarm (BA) - Manual
02/20/2020	14:08:30	SIGNAL - Restore (*R) S: 1 RL: ZZ TX-ID: SV00001 Key: *R
	14:08:30	BINARY - Document

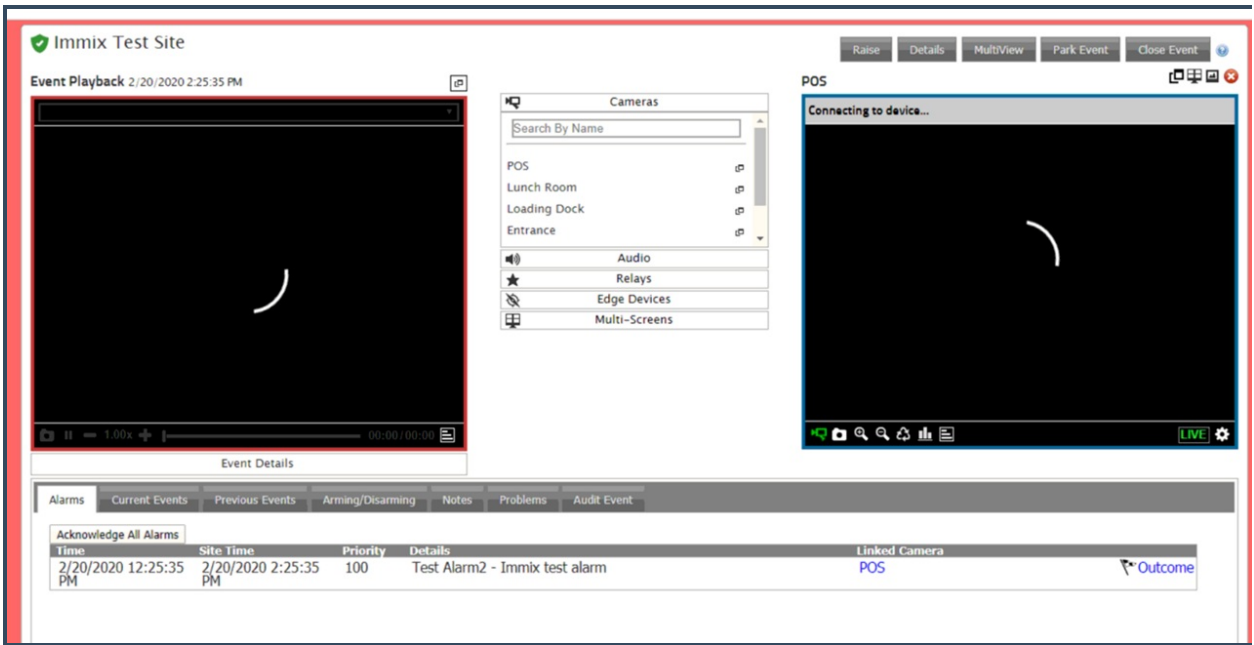
In this example, the Transmitter Notes will now be displayed



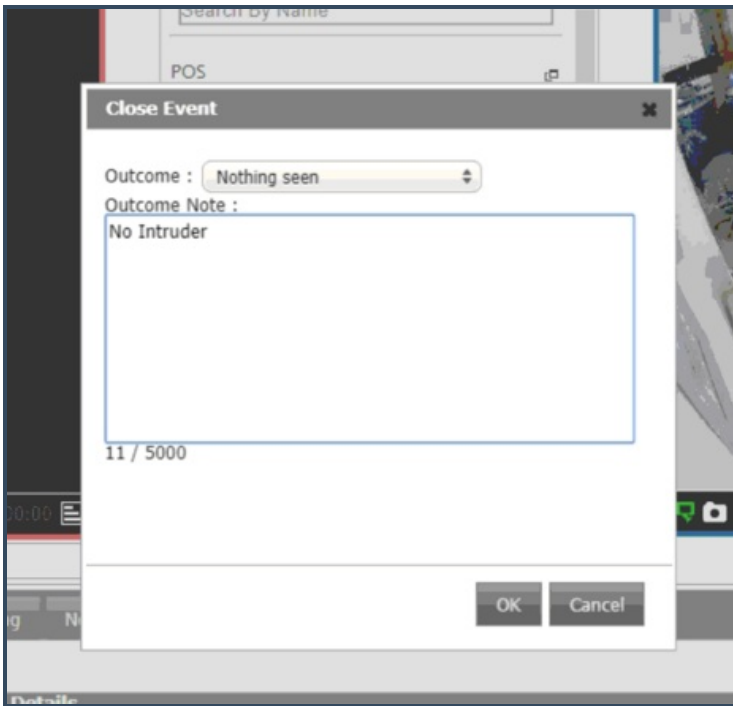
- Proceed with the DO command in the action pattern until the Send Reverse Command Item is started. After a brief wait, the default web browser will launch the SureView Page



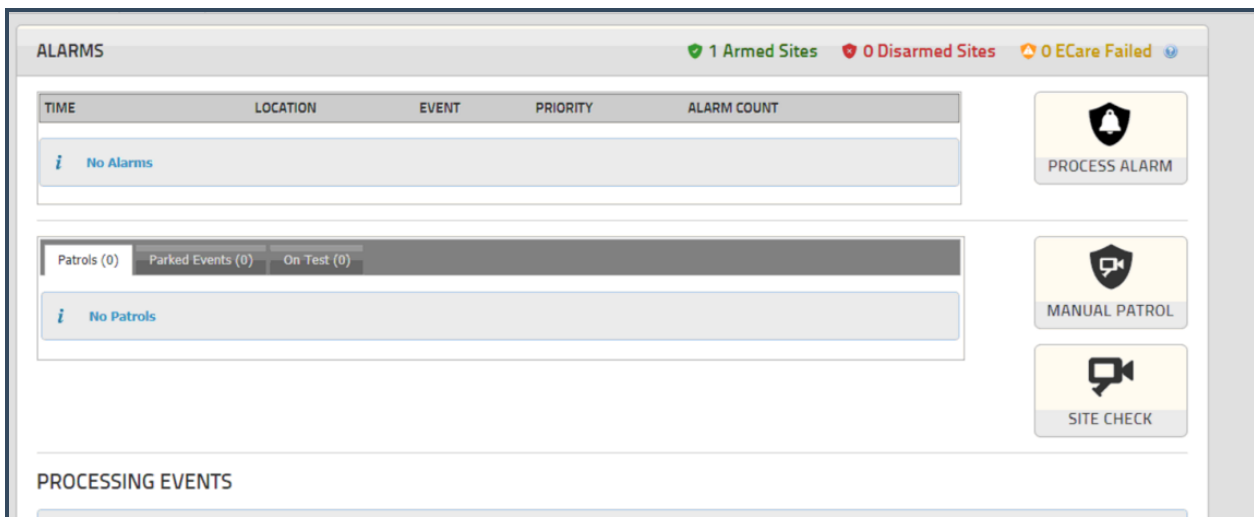
- Once inside the SureView site, review the presented Video.



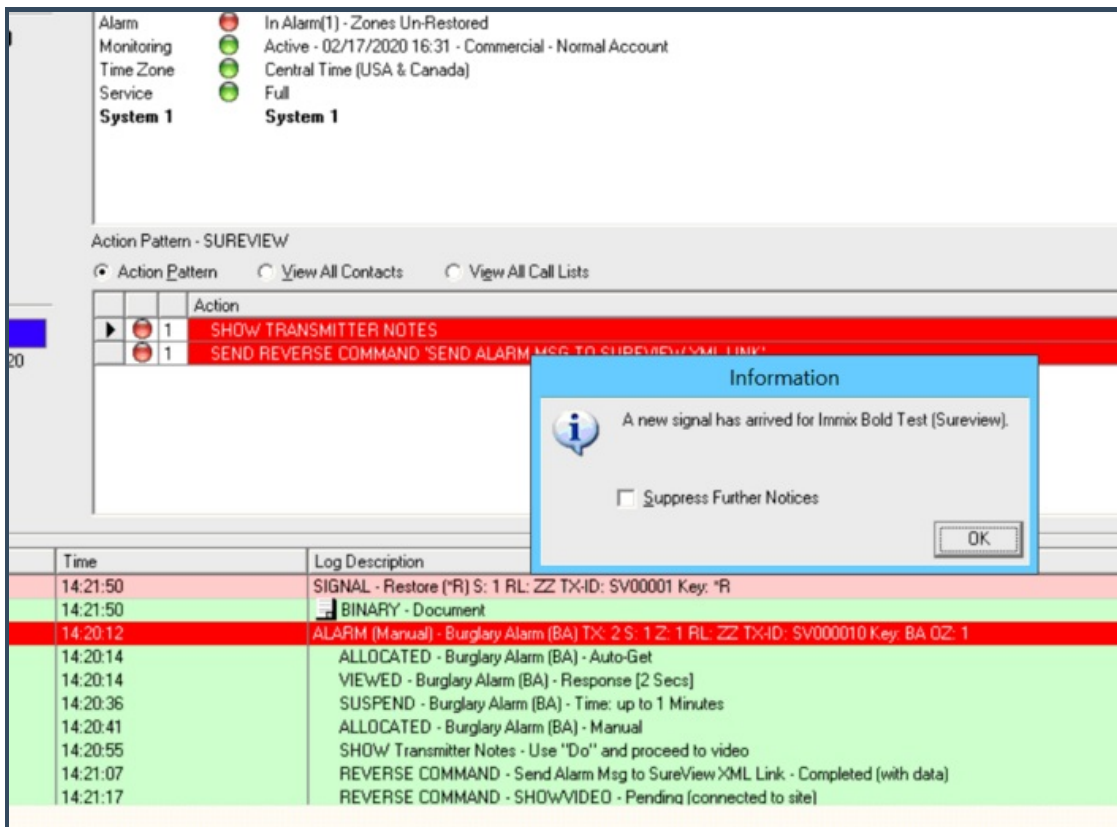
- Once reviewed, select the Close Event button. Select the appropriate reason from the drop-down menu and provide detail about the video.



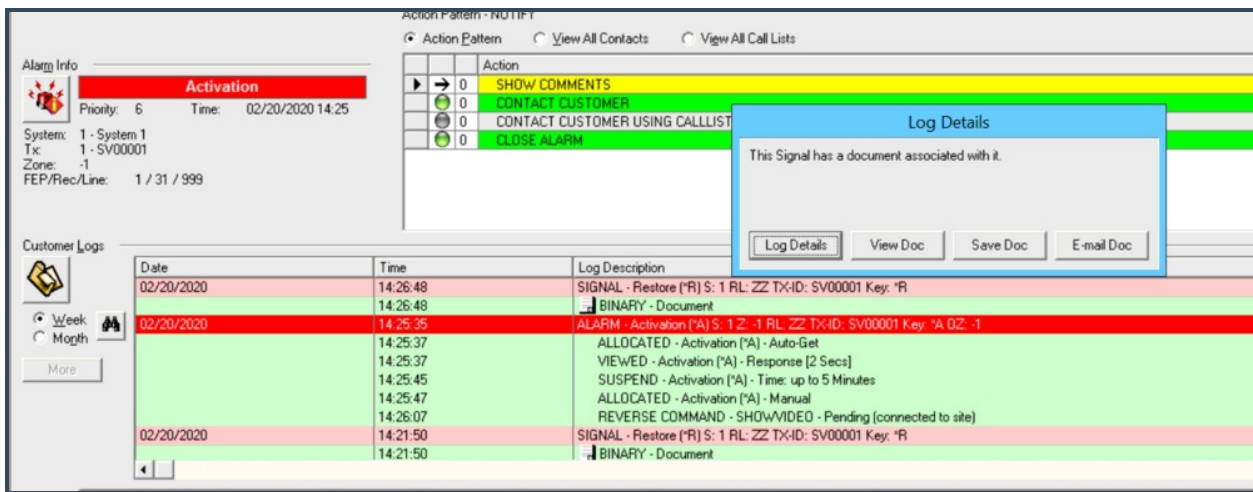
- Once the Video has been closed a status screen is displayed on the Immix site, this should be empty of videos for that customer. If necessary, close any other alarm videos for the same customer, providing input during closure.



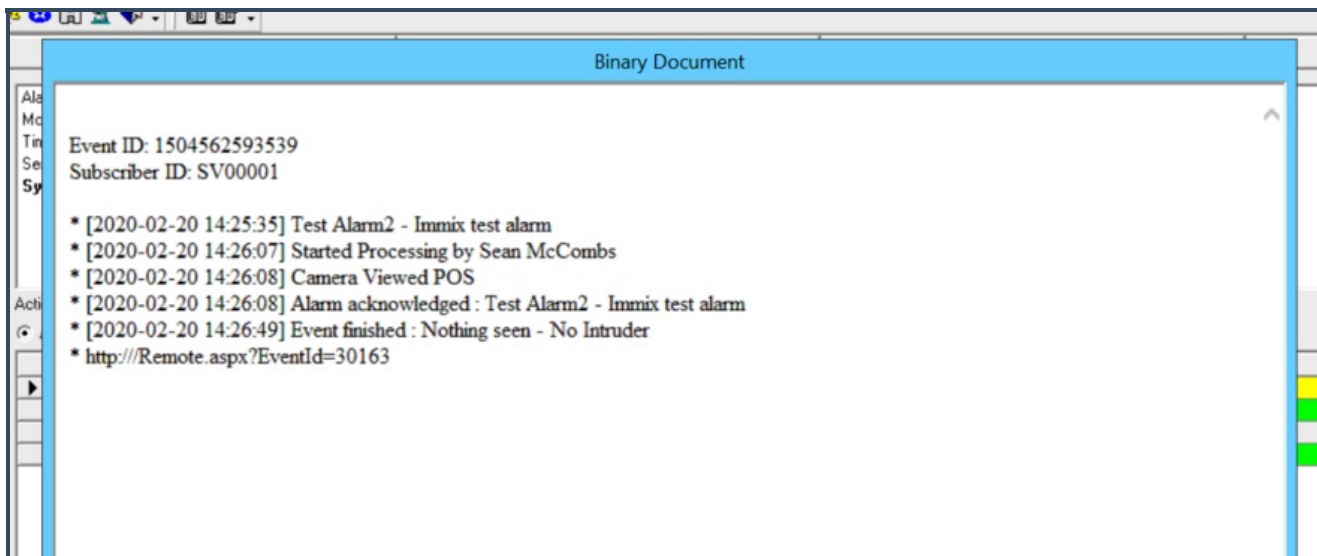
- Close the SureView Window. The Alarm that started the SureView connection should still be open. A prompt should appear stating that a new signal has arrived for this alarm. This is the reception of the Binary document transmitted from SureView with the Video Alarm closure details.



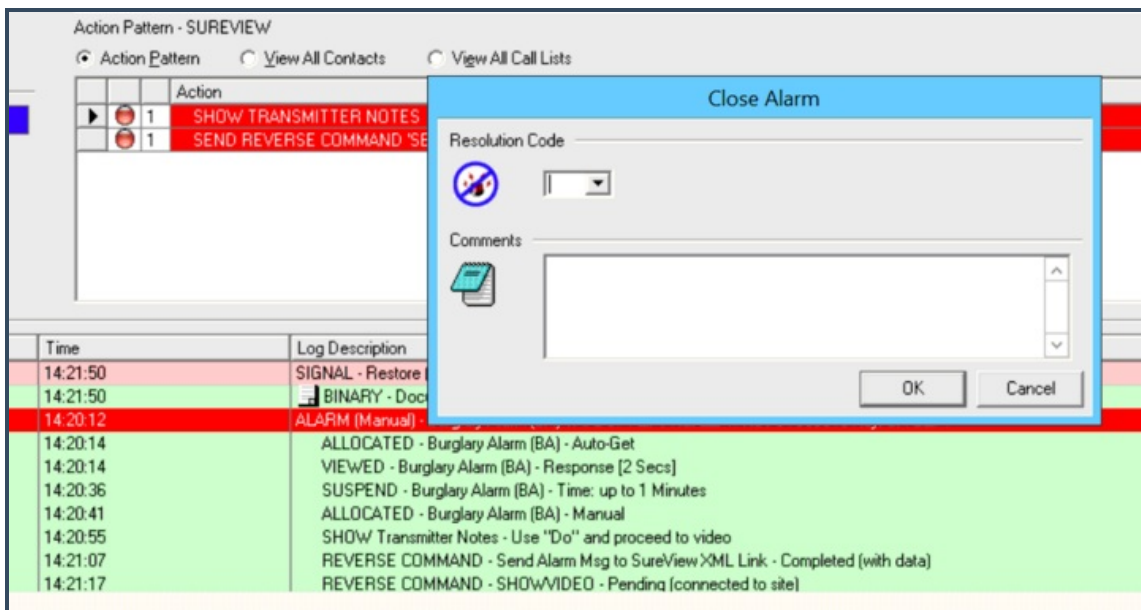
Double Click the Binary Doc to pull up the Log Details context menu, select View Doc



The Binary Document displays the information used to close the SureView Video Alarm.



- If the Binary Document has the correct and same information used to close the Video Alarm in SureView, manually close the Manitou alarm with the appropriate reason.



- Repeat this test with another customer if possible and verify SureView Video alarms consistently process in Manitou.

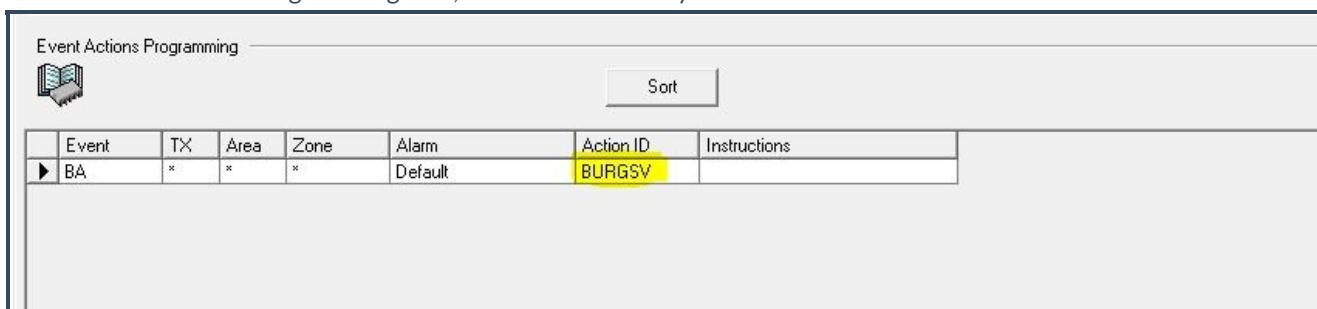
Testing Manitou to Immix alarm generation

The Manitou and Immix integration can also use a Manitou panel alarm to prompt for a video for a related zone in Immix. This requires the test account to have a test SureView and Traditional transmitter. A test transmitter may be created for this purpose, as it should only receive Manual signals for testing.

Sending an Alarm from Manitou to Immix

To send an Alarm from Manitou to Immix you will use the action pattern you created to send the reverse command ALARMMSG. Refer to the [SureView Immix Installation and Setup](#)

- Go to Customer>Systems and select the Sureview System.
- Select Programming
- In the Events Action Programming area, add the event code you want to use and select the Action Pattern in Action ID:



- Save

Operations Service Do

Customer Info

SV2018 - Sureview 2018 Site
 419 Windchime PL
 Suite 400
 Colorado Springs, CO
 80919
 Cross Street: N/A
 Subdivision: N/A

Dealer Info

DLR-126 - Dealer 126
 Site: (719) 555-1111
 Home: (719) 555-1234
 E-Mail: ernesto@dlr126.com

Alarm Info

Burglary Alarm
 Priority: 3 Time: 03/17/2022 16:57

System: 1 - Default
 Tx: 1 - Default
 Area: 1
 Zone: 1

Customer Logs

Week
 Month
 More

Alarm ● In Alarm(1) - Zones Un-Restored
Monitoring ● Active - 02/20/2018 16:28 - Commercial - Normal Account
Time Zone ● Mountain Time (US & Canada)
Service ● Full
System 1 ● **Default**

Action Pattern - BURGSV

Action Pattern View All Contacts View All Call Lists

	Action
1	SEND REVERSE COMMAND SEND ALARM MSG TO SUREVIEW XML LINK
0	ATTENTION: SEE SUREVIEW IMMIX REMOTE CLIENT (MOMENTARILY)
0	CONTACT CUSTOMER AT SITE

Date	Time	Log Description
03/17/2022	16:57:07	SIGNAL (Manual) - Unexpected Check-In ("CN") Unexpected Area' S: 1 RL: 10 TX-ID: SUB1234 Key: 'AX'
03/17/2022	16:57:07	Alarm (Manual) - Burglary Alarm (BA) S: 1 A: 1 Z: 1 RL: 10 TX-ID: SUB1234 Key: BA QA: 1 OZ: 1
	17:02:39	ALLOCATED - Burglary Alarm (BA) - Manual
	17:02:39	VIEWED - Burglary Alarm (BA) - Response [05:31]
	17:02:44	REVERSE COMMAND - Send Alarm Msg to SureView XML Link - Completed
03/17/2022	16:25:11	SIGNAL (Manual) - Unexpected Check-In ("CN") Unexpected Area' S: 1 RL: 10 TX-ID: SUB1234 Key: 'AX'
03/17/2022	16:25:11	Alarm (Manual) - Burglary Alarm (BA) S: 1 A: 1 Z: 1 RL: 10 TX-ID: SUB1234 Key: BA QA: 1 OZ: 1 - Closed 16:26
	16:25:40	ALLOCATED - Burglary Alarm (BA) - Manual
	16:25:40	VIEWED - Burglary Alarm (BA) - Response [27 Secs]
	16:26:16	REVERSE COMMAND - Send Alarm Msg to SureView XML Link - Completed
	16:26:28	ATTENTION - See Sureview Immix Remote Client (momentarily)
	16:26:54	CLOSE - Burglary Alarm (BA)
	16:26:55	RESOLUTION - Burglary Alarm (BA) - Res: No Resolution Code Given - Genuine Alarm

