MANITOU® SOFTWARE | BOLD GROUP

SUREVIEW

SureView User Guide

LEGACY USER GUIDE

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Table of Contents

Prerequisites **3**

Overview **3**

Viewing SureView Video Footage **3**

General Notes **4**

Prerequisites

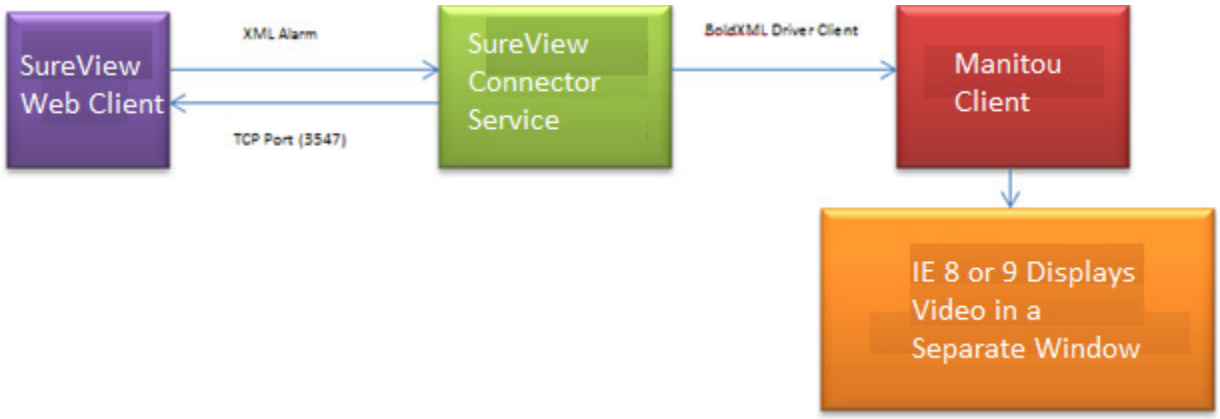
The following components must be installed or available prior to installing SureView:

- Manitou 1.6.1 with Patch 55 or higher
- Port 3547 open between the SureView Web Client and the Manitou Servers
- A port open on the Manitou Server to receive XML Alarms

Overview

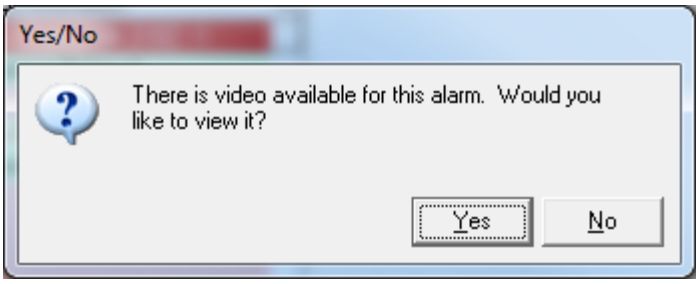
Manitou is integrated with SureView Systems through the SureViewGateway Service. The Service resides on the Manitou Server. A threaded Service connects to SureView via port 3547, and sits in a listening loop waiting for incoming XML Alarms. Upon receiving an Alarm, the Alarm XML is parsed out and sent into Manitou via the BoldXMLDriver. When a SureView Alarm arrives in Manitou, the video is retrieved by a separate shell application. Manitou acknowledges receiving the Alarm from SureView, and the Operator handles the Alarm in Manitou.

The following diagram further describes the interface between SureView and Manitou:

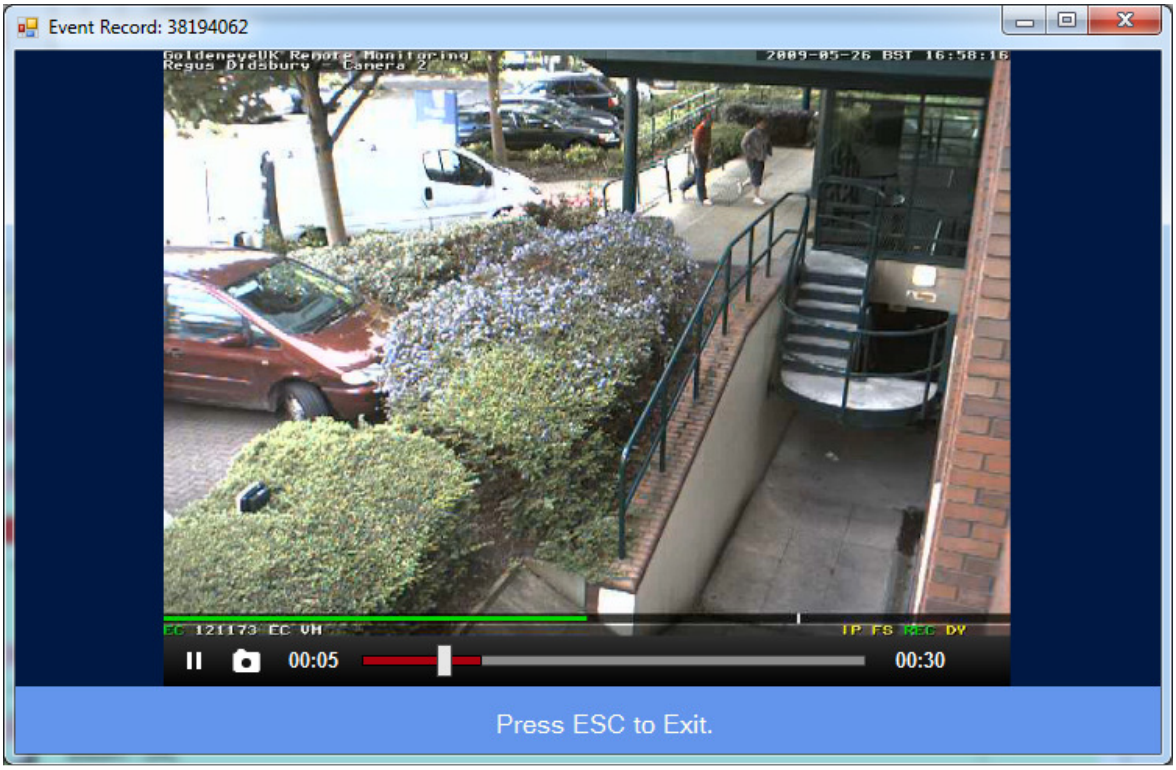


Viewing SureView Video Footage

When an Alarm arrives in Manitou that has associated SureView Video footage, the following "Yes/No" window displays to the Operator:



Click "**Yes**" to access the "SureView" Video footage.
Result: the SureView Video footage associated with the Alarm displays in a FlashViewer popup window as shown in the following screenshot:



Note: SureView Video does not display in the Manitou Media Matrix.

General Notes

- You cannot use Reverse Commands to connect to SureView cameras.
- If a second Alarm arrives before the connection to a previous Alarm closes (approx. 2-3 seconds), the second Alarm will not be distinguishable from the first. For example, if the first event is a Burglary Alarm, and a Fire Alarm is received prior to the closing of the Burglary Alarm, the second event will display as a Burglary Alarm and not as a Fire Alarm.

- When an Alarm occurs, SureView creates an Event. This Event stays open until the Operator closes it. As long as the Event stays open, all triggered Alarms will be associated with the same EventID. To avoid this result, the Operator should close Events as soon as he receives them.