

Dealer Reverse Protocols & Reverse Commands

The Reverse Protocols and the Reverse Commands forms on the Dealer record allows the addition of and use of any reverse actions available for contacting equipment at the monitored sites for that Dealer.

Reverse Protocols

Reverse Protocols allow Manitou to communicate back to a device. These protocols are specific to devices and manufacturer.

Protocol	Is Allowed?	Include Company Defaults?
No Results		

Adding a Reverse Protocol to a Dealer

1. Click the Pencil (✎) icon located on the upper-right-hand corner of the card.
2. Click Add.
3. Drop down and select the protocol to add.
4. If the protocol is allowed, select the Is Allowed checkbox.
5. If the Dealer should use the Company default settings, check the Include Company Defaults checkbox.
6. Repeat for all applicable protocols.
7. Click Done.
8. Save (💾) the Record.

Protocol	Is Allowed?	Include Company Defaults?
SureView Immix	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

ADD

CANCEL DONE

Reverse Protocols are created within the Supervisor Workstation for availability on the Dealer record.

Reverse Commands

Reverse Commands are command strings you can use to send commands to devices.

While you can create them, they are more commonly pre-loaded into the Manitou system. Reverse Commands may be added, manually, to dealer record. Reverse Commands are typically defined at Monitoring Company level and then applied to a Customer or Dealer.

The screenshot displays the configuration page for a Reverse Channel Command. On the left, a sidebar lists various command categories, with 'ALARMMMSG - Send Alarm Msg to SureView XML Link' selected under the 'SureView Immix' group. The main area shows the following details:

- Type:** SureView Immix
- Group:** Unspecified
- Command:** ALARMMMSG
- Description:** Send Alarm Msg to SureView XML Link
- User Group:** Operator
- Response Type:** None
- Response Delay:** 300
- Command Level:** Customer
- Command Detail:** None

Below these details are three sections of checkboxes:

- Availability:** Includes options like 'Alarm Only' (checked), 'Dealer User Allowed', 'Customer User Allowed', 'Restricted Command', 'VRT User Allowed', 'Web User Allowed', and 'Disabled'.
- Attributes:** Includes options like 'Connect Command', 'Disconnect Command', 'Request Binary Data', 'Retransmission', and 'Transmitter Connection Required'.
- CP Types for Retransmission:** Includes options like 'Phone', 'SMS Phone', 'Fax', 'Pager', 'E-mail', 'Retransmission', and 'Web Address'.

At the bottom, a table lists database fields for the command:

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

At the bottom right of the table, it says 'Rows: 10 1-8 of 8'.

Adding a Reverse Command on a Dealer

1. Select the Type of command to which to add the command. Not every Reverse Channel Command allows the addition of commands.
2. Click the Plus sign (+).
3. Complete the details as required.
4. When all entered as needed. Click Done.
5. Save (S) the Record.