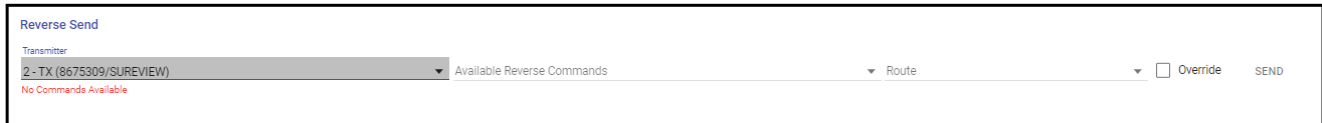


Customer Reverse Send and Commands

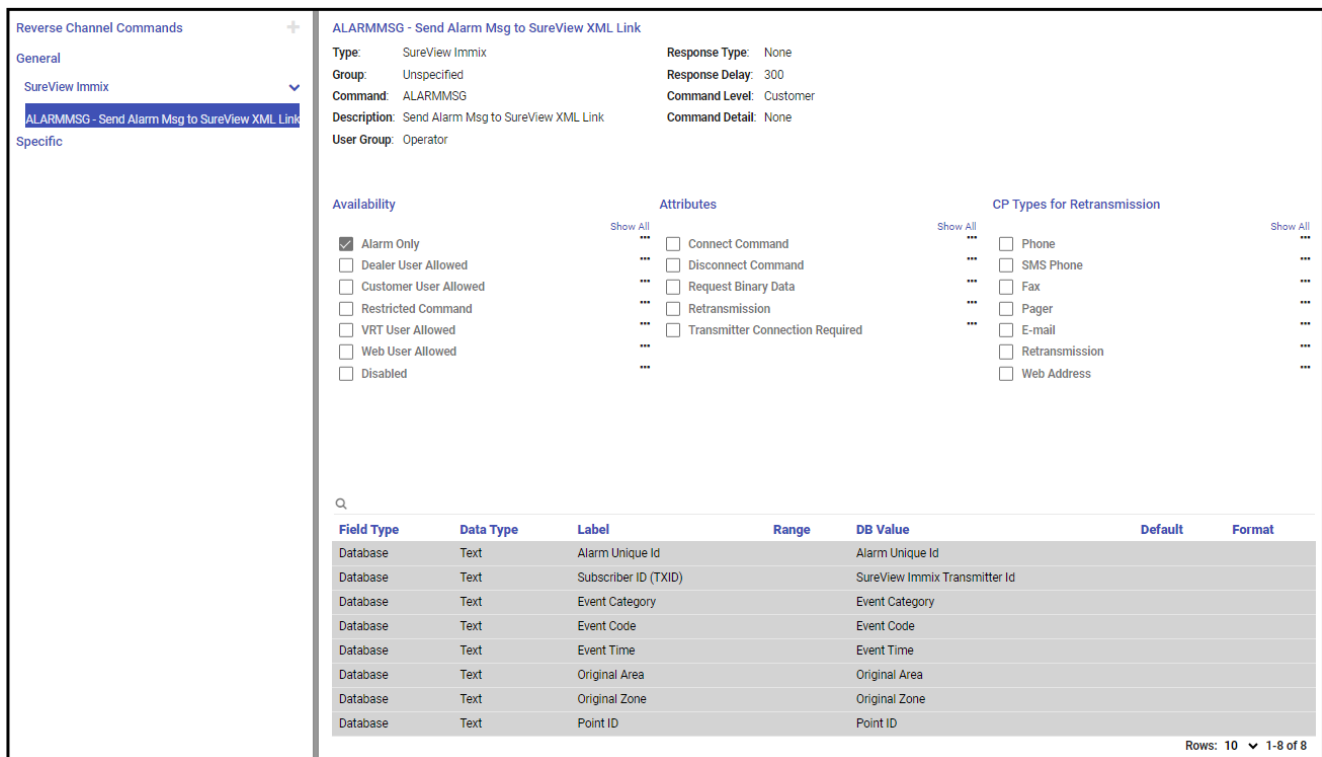
Reverse Send is used to communicate with external systems through Reverse Commands.



Sending a Reverse Command

1. When available, select the **Transmitter**, **Reverse Command**, and **Route** to send.
2. Click **Send**.

Reverse Commands, within the Customer records contain any commands that apply to the Systems and Transmitters on the account.



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		

While it is rare to add reverse commands to customer records directly, it is possible to do so.

Adding a Reverse Command to a Customer

1. Select the Command type to add to from the listing of available Reverse Commands.
2. Click the **Plus sign** (+) found to the right of Reverse Channel commands.
3. Set the appropriate command details.

4. When all set as expected, click **Done**.
 5. **Save** (⌘) the Record.
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