# SWS - Maintenance Menu - Events - Event Maps - Dealer Override

Standard event codes are supposed to mean the same thing everywhere, but in practice that doesn't always hold. A dealer might program panels so a code means something other than its standard definition, maybe out of long habit, because of a particular panel model, or to work around equipment limits. For example, E122 is a silent panic alarm in the standard Ademco Contact ID format and event map, but one dealer may use it to report a trouble condition. If the standard map is applied to that dealer's signals, the event comes in as the wrong type.

Dealer overrides in the Event Maps fix this by letting you redefine individual codes for a single dealer, so their signals are read the way that dealer actually sends them. When you add overrides, you only enter the codes that differ from the standard. Everything else keeps following the standard map, so the overrides stay short, are easy to review, and clearly show where that dealer departs from the norm.

Dealer overrides should include only the events that differ from the standard. There's no need to copy the full event map, because any event without an override automatically follows the standard.

The following steps through how to add a Dealer Override Event Map.

1. Open the Supervisor Workstation
2. Navigate to the Event Maps (Maintenance Menu - Events - Event Maps)
3. Choose the protocol to update.
4. Enter the Dealer ID or search for the appropriate dealer to load their override table.
5. Click Edit.
6. Add the incoming Key alarm event within the Message column.
7. Enter 0 for the Decode Qualifier.
8. Pick the SIA-like event code that matches the event to present to activity and operators.
9. Enter an override descripton, if needed.
10. Repeat as necessary
11. Save the record

Saving the override applies it only to events from that dealer's accounts. All other accounts continue to use the standard map.