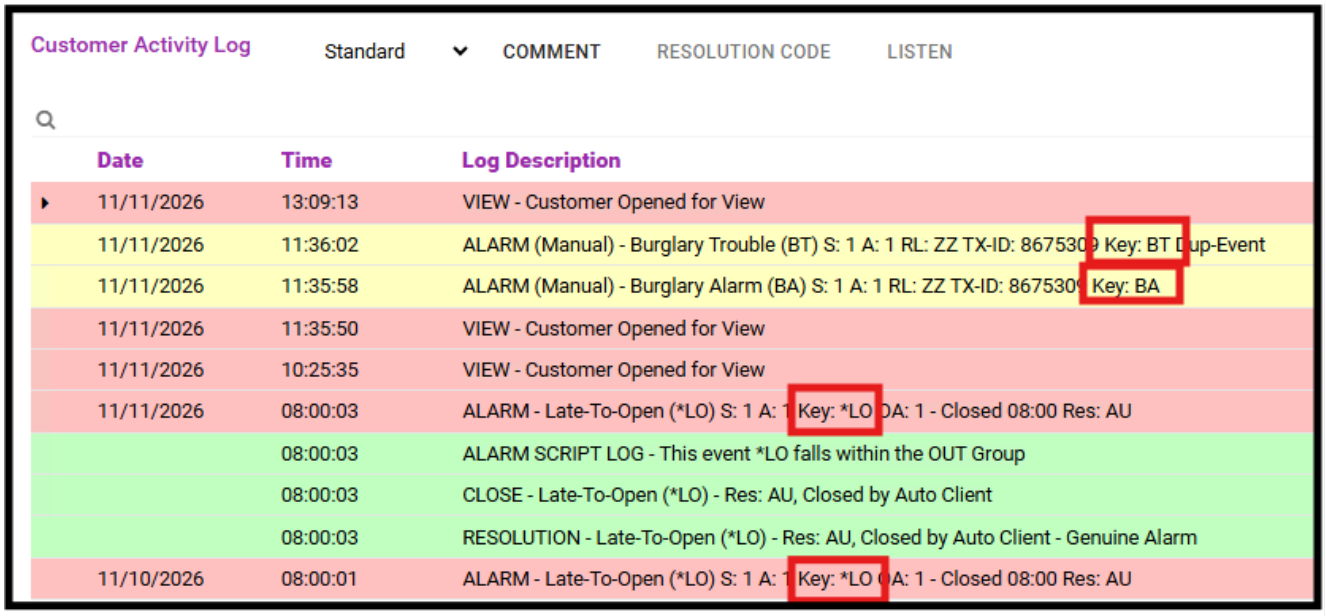
SWS - Maintenance Menu - Event Maps - Adding Event Maps

Your system is set up from a seed database that brought in event maps for each signaling protocol, using the data available when that database was built. Those maps are a starting point, and they belong to your team now. As manufacturers add events to their protocols, or wherever your company handles certain events differently, you'll need to update the maps so the system keeps working the way your operation expects. The following details how to add new event maps.

1. Open the Supervisor Workstation
2. Navigate to the Event Maps (Maintenance Menu - Events - Event Maps)
3. Choose the protocol to add the new Event Map
4. Click Edit
5. Scroll to the bottom of the page and select the bottom blank line.
6. Enter the incoming message, such as E13B or AA4, based on the Key part of the alarm entering into your Manitou signaling. (See below)
7. Enter 0 for the Decode Qualifier (If this is different for your protocol, the Bold Support team will advise of this change.)
8. Type or select the SIA-like output code to which this message maps. Such as E13B mapping to a BA (Burglary Alarm).
9. Repeat as required.
10. Save the Record.

How to find the "Key" part of an alarm.

Within the alarm activity on an alarm the Key part of the alarm is the incoming event the Signal Handler uses to map and look for translations.


Customer Activity Log
Standard
COMMENT
RESOLUTION CODE
LISTEN
Date
Time
Log Description
11/11/2026 13:09:13 VIEW - Customer Opened for View
11/11/2026 11:36:02 ALARM (Manual) - Burglary Trouble (BT) S: 1 A: 1 RL: ZZ TX-ID: 8675309 Key: BT Dup-Event
11/11/2026 11:35:58 ALARM (Manual) - Burglary Alarm (BA) S: 1 A: 1 RL: ZZ TX-ID: 8675309 Key: BA
11/11/2026 11:35:50 VIEW - Customer Opened for View
11/11/2026 10:25:35 VIEW - Customer Opened for View
11/11/2026 08:00:03 ALARM - Late-To-Open (*LO) S: 1 A: 1 Key: *LO DA: 1 - Closed 08:00 Res: AU
08:00:03 ALARM SCRIPT LOG - This event *LO falls within the OUT Group
08:00:03 CLOSE - Late-To-Open (*LO) - Res: AU, Closed by Auto Client
08:00:03 RESOLUTION - Late-To-Open (*LO) - Res: AU, Closed by Auto Client - Genuine Alarm
11/10/2026 08:00:01 ALARM - Late-To-Open (*LO) S: 1 A: 1 Key: *LO DA: 1 - Closed 08:00 Res: AU