

# Customer Record Overview

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The Customer record contains all pertinent information regarding the Customer account. This information is automatically pulled into the Alarm Handling form at the time an alarm presents to Manitou.

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Load a Customer record from the main screen by navigating to the Menu Icon > Maintenance > Customer. Then, enter the Customer ID, or click the Lookup icon (magnifying glass within the Details card) and enter search parameters. If you are in the Alarm Handling form, enter "A" and then "V" on your keyboard. You may also search for a customer by clicking the Customer Search (the empty magnifying glass in the title bar) or the Advanced Search (the magnifying glass with the plus sign in the title bar).