Fleet maintenance

Keep faults, checks, repairs and scheduled work against the correct radio. A completed service record and a passed operational check are separate facts.

Owner-test edition. The final Windows release and pricing remain subject to acceptance. Video walkthroughs are being updated; no obsolete video is presented as the current guide.

Follow the task

1. **Open the exact radio**

   Find it by tag, serial or a scanned label. Confirm you have the correct handset before reporting a fault or scheduling work.

2. **Record the problem**

   Add the fault type, severity and description, with original photos when useful. An attention state tells the issuing user to resolve checks before issue.

3. **Schedule the work**

   Choose Schedule maintenance. Select the radio, maintenance type, due date, provider and notes. Link the relevant fault where offered.

4. **Record the outcome**

   Choose Record completion and enter the actual completion date and result. Add a next-due date if another service is required. Cancelled work remains recorded rather than silently disappearing.

5. **Verify readiness separately**

   Perform and save a fresh passed check after the relevant fault/repair update, then resolve the fault through the offered action. Completing maintenance does not automatically certify the radio as ready.

6. **Let Finance record the cost**

   An authorised administrator links the service/repair/spares invoice to this radio, fault or completed service. Keep the invoice reference and allocation consistent so it is counted once.

If something is unclear

It still says Needs attention

Review the open fault, recorded condition and latest required check. A service note alone does not clear an unsafe or failed state.

Someone may have damaged the radio

Compare issue/return conditions and photographs, then investigate the circumstances. A changed condition is evidence to review, not automatic proof of misuse.

Keep original records and backups. For support, use Settings → Help and problem reports, or office@i-enterprise.co.uk. A problem report is not a backup.

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