Radio register

Add radios, give them to people, record their return and find the evidence quickly. The current person loan and its accessory balance remain attached to the original handover.

Test edition. Use the training workspace or an approved test site.

Follow the task

1. **Add radios**

   Choose Add radio, Add a batch or Import CSV. Give each radio a unique tag and enter its model and serial if available. Review the batch or CSV before saving.

2. **Find and filter**

   Search by tag, serial, model, holder or channel. Combine your site, ownership, programming and status filters. Open People to find someone’s current radios and loans.

3. **Print and test a label**

   Match the label stock, print at actual size, and use Confirm batch labels to scan each attached label. A unique old tag can still open the radio after a rename. If several records match, verify the serial.

4. **Issue the handset**

   Choose Issue for a ready radio. Select the actual person, due-back time if needed, condition at issue and the accessory quantities. Review the exact selection and confirm once. A damaged/unsafe condition must be dealt with before issue.

5. **Keep a photograph if useful**

   Choose files attaches existing originals. Take photo opens the camera on this device. Take with phone creates a ten-minute, single-use QR link for this handover; send the phone photo, then choose Check for photo on the issuing PC and review the returned image. The phone transfer requires a connection and current access.

6. **Record the return**

   Choose Return for the current holder. Compare Condition at issue with what you see now. Record the return condition and quantities received. Unknown accessory counts remain unknown, not zero. Save the reviewed handover once.

7. **Read the original history**

   Open the radio and its original loan. Check who held it, who recorded the action, dates/times, location, condition and saved photos. Private condition snapshots and photographs are retained on the issuing PC and in complete backups; an older action may have no snapshot.

8. **Settle later accessories**

   Use the original loan’s later-receipt action for accessories returned afterwards. A manager can record an audited count correction or an explicit closure with shortage/unknown counts. Returning a handset does not silently settle everything else.

9. **Record programming**

   Open the radio or select several radios, then choose Record programming. Save the observed profile, channels, default and scan settings alongside the planned assignment.

10. **Send radios to a site**

    Select returned radios and choose Dispatch to site. Use one reference for the shipment. Wait for the dispatch to appear in online admin before sending. At arrival, use Site transfers to scan the actual radios into the receiving pool. Check their condition before issuing.

11. **Hand over the shift**

    In List actions, choose Shift handovers and select the incoming manager. Load the manager list once while connected. You can then save a handover offline. The next manager acknowledges it in online admin after it syncs.

If something is unclear

The scanner did nothing

Open Scan label, put focus in the offered input and scan the exact printed label. Check the reader’s keyboard/Enter configuration. Do not scan into an unrelated editing field.

Issue or Return cannot be confirmed

Read the stated readiness, issuer-PC, count or sync reason. Verify the original saved action before retrying; do not create another loan to bypass a warning.

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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