

RADIO DEPOT

Radio Fleet Management Software

User Manual — Version 2.3

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Section 8 (Statistics) contains significant new content in v2.3.

1. Introduction

Radio Depot is a Windows desktop application by Syntaxis Technologies for managing radio fleet assets. It provides a streamlined workflow for checking radios in and out, tracking users, generating reports, and monitoring your fleet in real time.

1.1 Key Features

- Fast check-out and check-in with serial number, internal ID, or barcode/RFID scanning
- Multiple radio checkout and check-in in a single operation
- User profile photo stored per user — independent of checkouts, always accessible on the Users tab
- PDF checkout slip export with full details, radio info, accessories, notes, and user photo
- Checkout notes field — add job numbers, site names, or any free-text note per checkout
- Notes visible throughout: check-in panel, reports grid, CSV and Excel exports
- Real-time overdue warnings with automatic banner alerts
- Accessory tracking per checkout (earpieces, chargers, holsters, etc.)
- Live checked-out radios grid with search, exact-match mode, and department multi-select filter
- PDF and Excel reports of currently checked-out radios, respecting active filters
- Full audit history with searchable logs and Excel export
- Automated overdue email reminders via SMTP
- Statistics dashboard: fleet utilisation, live radio list, accessories out
- Configurable departments, accessories, and database location
- Event Reset tools for clearing users, radios, or all data after an event
- Hardware dongle and software licence support
- Automatic update checking on startup

1.2 System Requirements

| Requirement | Details |
|------------------|------------------------------------------------------------------------|
| Operating System | Windows 10 or Windows 11 (64-bit) |
| Processor | 1 GHz or faster |
| RAM | 2 GB minimum |
| Disk Space | 100 MB for application; additional space for database |
| Display | Minimum 1024 × 768; 1400 × 800 or higher recommended |
| .NET Runtime | .NET 8 Runtime (included or installed separately) |
| Webcam | Optional — required for photo capture. External USB camera recommended |
| Network | Required for email reminders and automatic updates only |
| Hardware Dongle | Optional — USB licence dongle for hardware-licensed mode |

1.3 First Launch

On first launch Radio Depot creates a new database automatically in your Windows AppData folder. No additional setup is required. The application opens maximised. If you are migrating from an existing system, refer to Section 9 (Settings) for import and database restore options.

2. Interface Overview

The Radio Depot window opens maximised and is divided into a dark blue header bar at the top and a tabbed content area below.

2.1 Header Bar

The blue header bar displays the Radio Depot logo. In the top-right corner you will find the current version number and an About button showing licence and contact information.

2.2 Overdue Warning Banner

When one or more radios have been checked out beyond the overdue threshold (default 8 hours), a red warning banner appears below the header. Clicking the banner takes you to the Reports & Printing tab. Dismiss it with the **x** on the right.

2.3 Main Tabs

| Tab | Purpose |
|--------------------|-------------------------------------------------------------------------------------|
| Check Out | Issue radios to users, with optional accessories, notes, and expected return date |
| Check In | Return radios, record condition, update photo, export PDF checkout slip |
| Radios | Add, edit, delete, search, and export radio assets |
| Users | Add, edit, and delete users; capture and manage profile photos |
| Reports & Printing | Live checkout list with notes, overdue management, history, and reports |
| Statistics | Fleet utilisation, live checked-out radios with search and filters, accessories out |
| Settings | Database, imports, departments, accessories, email, event reset, and updates |

3. Check Out

The Check Out tab issues a radio to a member of staff. The full process takes around ten seconds per radio and produces a complete audit record automatically.

3.1 Single Radio Checkout

- In the Scan Radio group, type the serial number or internal ID and press Enter, or click Lookup Radio.
- The radio's make, model, and current status are confirmed on screen.
- In the Select User group, type part of the last name. A filtered list appears — click the correct person. Their profile photo (if on file) is shown on the right.
- If the user has no photo yet, click Add Photo to capture one with the webcam.
- (Optional) Tick accessories being issued. Default accessories are pre-ticked.
- (Optional) Enter a note in the Note field — job number, site name, or any relevant information.
- (Optional) Set an expected return date using the Return by date picker.
- Click Complete Checkout. A green confirmation toast appears.

TIP If you use a barcode scanner, configure it to append an Enter keystroke. Lookup Radio is triggered automatically, saving a mouse click.

3.2 Auto-Scan Mode

The Auto-Scan toggle enables automatic lookup as soon as a scan is detected. Click the button to toggle — it turns green when active. Useful at busy desks where radios are placed on a reader pad.

3.3 Multiple Checkout Mode

Tick Multiple Checkout Mode to scan several radios first, then assign them all to the same user at once. Use Remove Selected or Clear All to correct the list, then select the user and click Complete Checkout.

NOTE Each radio in a multiple checkout gets its own independent record. They can be returned individually or all at once via Bulk Check-In in Reports.

3.4 Checkout Notes

The Note field accepts free text — job reference numbers, site names, event names, or any context. Notes entered at checkout are visible in:

- Check In tab — Current Assignment panel when scanning a radio back in
- Currently Checked Out report — Notes column
- Printed report — included in the Currently Checked Out printout
- CSV and Excel export — Notes column at the end of each row

4. Check In

The Check In tab closes outstanding checkout records when a radio is returned. It also provides an instant PDF checkout slip export.

4.1 Single Radio Check-In

- Scan or type the serial number / internal ID and press Enter, or click Lookup Radio.
- The Current Assignment panel shows the assigned user, checkout date/time, accessories, and the checkout note if one was entered.
- Use the Condition drop-down to record the state of the returned radio: Good, Damaged, or Needs Service.
- (Optional) Tick Delete photo on check-in to remove the user's profile photo from the database on completion. This preference persists between sessions.
- Click Export PDF Slip to generate a full checkout slip — see Section 11.
- Click Complete Check-In. A green confirmation toast appears.

TIP The Export PDF Slip button only appears once a checked-out radio is loaded. It opens a Save dialog, generates the slip, then opens the PDF automatically in your default viewer.

4.2 Webcam Photo on Check-In

If a user arrives without a photo on file, click Update Photo in the right panel to capture one immediately. The photo is saved to the user's profile.

4.3 Delete Photo on Check-In

The Delete photo on check-in checkbox permanently removes the user's profile photo from the database when Complete Check-In is clicked. The checkbox remembers your last choice between sessions.

4.4 Multiple Check-In Mode

Tick Multiple Check-in Mode, scan each returning radio, then click Complete Check-In to close all records at once. The selected Condition applies to all radios in the batch.

4.5 Quick Check-In from Reports

On the Reports & Printing tab you can double-click any row in the Currently Checked Out grid to check in that radio directly, or select multiple rows and click Bulk Check-In Selected.

5. Radios

5.1 Adding a Radio

| Field | Notes |
|-------------------|----------------------------------------------------------|
| Brand | Manufacturer name, e.g. Motorola, Kenwood (optional) |
| Model | Model designation, e.g. DP4801e (recommended) |
| Serial Number * | Must be unique — primary identifier used during checkout |
| Radio Internal ID | Optional internal asset or fleet number |

Click Add Radio. The new radio appears in the All Radios grid.

5.2 Editing, Deleting, and Searching

Double-click any row to populate the form. Change details and click Update Radio. To remove a radio click Delete Radio and confirm — radios with active checkouts cannot be deleted. Type in the Search box to filter in real time across all columns.

5.3 Multi-Select Export

Type a model name in the Search box to filter, click Select All, then click Export Selected to save as an Excel spreadsheet.

5.4 Radio Status

| Status | Meaning |
|---------------|----------------------------------------------|
| Available | Radio is in stock and ready for checkout |
| Checked Out | Radio is currently with a user |
| Damaged | Flagged as damaged during a check-in |
| Needs Service | Flagged as needing service during a check-in |

6. Users

The Users tab manages the people authorised to borrow radios. Each user has a profile photo stored directly on their record — independent of any checkout.

6.1 Adding a User

| Field | Notes |
|--------------|---------------------------------------------|
| First Name * | User's given name |
| Last Name * | User's surname — searched during checkout |
| Department | Select from the department list in Settings |
| Telephone | Optional contact number |
| Email | Optional — used for overdue reminder emails |

Click Add User. To attach a photo, click Capture Photo on the right of the form. The webcam dialog opens — press Space to take the shot.

6.2 Editing and Deleting

Double-click any row in the All Users grid to load details. Update and click Update User. Users with active checkouts cannot be deleted.

6.3 User Profile Photo

Profile photos are stored directly on the user record, independent of checkouts. The photo panel appears automatically whenever a user is double-clicked — no active checkout is required.

| Button | Action |
|---------------|----------------------------------------------------------------------------------------------------|
| Capture Photo | Opens the webcam dialog. Takes a new photo or replaces the existing one. |
| Clear Photo | Permanently removes the user's profile photo after confirmation. Only visible when a photo exists. |

The profile photo appears in:

- Users tab — alongside the edit form
- Check Out tab — in the Select User panel when a user is selected
- Check In tab — in the Current Assignment panel when a radio is scanned in
- PDF checkout slip — printed alongside the user's details

7. Reports & Printing

7.1 Print & Export Reports

| Report | Contents |
|-------------------------|---------------------------------------------------------------------------------|
| Checked Out | All radios currently signed out with user, serial, date, accessories, and notes |
| All Assets | Complete fleet inventory with current status and last user |
| User List | All registered users with department, telephone, and email |
| Damaged / Needs Service | Radios flagged as damaged or needing service |

The Restore All to Normal button clears the Damaged / Needs Service flag from every radio.

7.2 Currently Checked Out

Live list of every radio currently signed out. The grid includes a Notes column. Overdue rows are shown in red bold. Tick Show Only Overdue to filter. Select rows and click Bulk Check-In Selected, or double-click a row for immediate single check-in.

7.3 Recent History

Collapsed by default — click the header to expand. Shows a full audit log of all checkout and check-in events. Filter with the Search history box. Click Export History to Excel to save the log.

8. Statistics

The Statistics tab gives an at-a-glance view of fleet performance and now includes a live interactive grid of every currently checked-out radio. The tab auto-refreshes every time you switch to it.

8.1 Overview Tiles

Eight compact tiles at the top summarise the fleet at a glance.

| Title | Description |
|-----------------|-------------------------------------------------------------|
| Total Radios | Number of radio assets registered in the fleet |
| Available | Radios currently in stock and ready for checkout |
| Checked Out | Radios currently signed out |
| Utilisation % | Checked-out radios divided by total radios, as a percentage |
| Total Users | Number of registered users |
| Damaged | Radios currently flagged as Damaged or Needs Service |
| Checkouts Today | Number of checkout transactions completed today |
| Check-ins Today | Number of check-in transactions completed today |

8.2 Currently Checked Out Radios

A live interactive grid showing every radio currently signed out, with real-time filtering and photo preview. Overdue rows are highlighted in red.

Grid columns

| Column | Description |
|-------------|-------------------------------------------------------------------|
| ■ | Indicates a checkout photo is attached. Click the row to preview. |
| Radio | Brand and model of the radio |
| Serial / ID | Manufacturer serial number and internal ID |
| User | Name of the person who has the radio |
| Department | The user's department |
| Checked Out | Date and time the radio was checked out |
| Hrs Out | Hours the radio has been out. Shown in red if overdue. |

Search bar

Type in the search box to instantly filter the grid across user name, radio model, brand, serial number, internal ID, and department.


| Mode | Behaviour |
|--------------------|-------------------------------------------------------------------------------------------|
| Contains (default) | The search term can appear anywhere within a field. Typing R7 matches R7, R70, R750, etc. |

| | |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Exact (tick the Exact checkbox) | The search term must match a complete word token. Tokens are split by spaces, hyphens, slashes, dots, and underscores. Typing R7 with Exact on matches a Motorola R7 but not an R70. |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Department filter



Click the Departments button to open a multi-select dropdown. Tick or untick individual departments to narrow the grid. The All Departments master checkbox selects or clears everything at once. The grid updates immediately with every change — no need to close the dropdown.

Photo preview

Click any row that has a  icon. A preview panel appears below the grid showing the checkout photo alongside the user name, radio description, and checkout date. Clicking a row without a photo hides the panel automatically.

8.3 Generating Reports

Two report buttons sit below the grid. Both reflect the current filter and search results — if you have filtered to a single department or searched for a specific model, only those radios appear in the report.

| Button | What it does |
|----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  PDF Report | Generates a multi-page A4 landscape PDF. Columns: Radio, Serial / ID, User, Department, Checked Out, Hrs Out, Notes. Overdue rows show a red left-edge stripe. The header includes a filter summary. Tick Include photos before clicking to embed checkout photos. |
|  Excel | Exports the filtered list to an .xlsx spreadsheet. Overdue rows are shown in red. Column widths are auto-fitted. Opens the file on completion. |

TIP To report on a specific model, type the model name in the search box (use Exact mode if needed), then click PDF Report or Excel. Only those radios will appear in the report.

8.4 Accessories Checked Out

A live table showing every accessory type and how many units are currently out.

| Column | Description |
|-----------|--------------------------------------------------------------|
| Accessory | The accessory type, e.g. Earpiece, Charger, Battery |
| Qty Out | Total units currently issued across all active checkouts |
| Users | Number of distinct users who have that accessory checked out |

9. Settings

The Settings tab controls the application's configuration, data management, and communication options. Changes persist across sessions.

9.1 Database Management

Radio Depot stores all data in a single SQLite database file, by default in your Windows AppData folder.

9.1.1 Changing the Database Location

Click Change Location to choose a new folder. Useful for storing the database on a network share so multiple computers can access the same data.

NOTE If you move the database to a network drive, all computers must have the same path configured. Radio Depot does not provide multi-user locking — avoid having more than one instance writing simultaneously.

9.1.2 Backup and Restore

Backup Database opens a Save dialog. Restore Database opens an Open dialog — the application replaces the active database with the backup.

TIP Keep backups dated, e.g. radio_depot_2026-02-24.db. Store in at least two locations — a local network share and a cloud folder.

9.2 Event Reset

DANGER ALL EVENT RESET OPERATIONS ARE PERMANENT AND CANNOT BE UNDONE. Always take a full, verified database backup before using any Event Reset button. Never use during an active event.

| Button | What It Does |
|--------------|-----------------------------------------------------------------------------------------------------------|
| Clear Users | Permanently deletes ALL user records and photos. Resets radio assignments. Radio inventory is preserved. |
| Clear Radios | Permanently deletes ALL radio records and RFID data. |
| Full Reset | Wipes ALL users AND radios. Two-step confirmation required. Department and accessory config is preserved. |

9.3 Import Data

Bulk-import radio and user records from JSON or Excel files.

| Source | Required columns |
|-------------------|--------------------------|
| Radios — required | SerialNumber |
| Radios — optional | Model, Brand, InternalId |
| Users — required | FirstName, LastName |
| Users — optional | Department |

9.4 Department Management

Add, update, and delete department options. Double-click any department to edit. Departments assigned to existing users cannot be deleted until those users are reassigned.

9.5 Accessory Management

Add and delete accessory items available during checkout. Set an accessory as Default to have it pre-ticked on every new checkout. Accessories appear in the Statistics Accessories Checked Out table.

9.6 Email Settings (Overdue Reminders)

| Setting | Description |
|------------------|-------------------------------------------------------------|
| SMTP Server | Your mail server, e.g. smtp.gmail.com or smtp.office365.com |
| Port | Standard values: 587 (TLS/STARTTLS) or 465 (SSL) |
| Username | Your email account login — usually the full email address |
| Password | Your email account password or app-specific password |
| Use SSL | Leave ticked for most providers |
| From | Email address shown in the From field of sent reminders |
| Manager Email(s) | Optional CC addresses; separate multiple with semicolons |

NOTE For Gmail, use an App Password rather than your regular password. Enable two-factor authentication then generate an App Password at myaccount.google.com/apppasswords.

9.7 Automatic Updates

Radio Depot checks for new versions on startup. Click Check for Updates Now to perform an immediate check. Untick Check for updates on startup to disable automatic checking.

10. Webcam Photo Capture

Radio Depot can capture and store a profile photo for each user using any connected USB camera. Photos are stored directly in the database.

10.1 Capture Dialog

| Control | Action |
|-----------|-------------------------------------------------------------------|
| Capture | Takes a still from the live preview |
| Space bar | Shortcut for Capture — press Space without reaching for the mouse |
| Accept | Confirms the captured photo and closes the dialog |
| Retake | Discards the captured photo and resumes the live preview |
| Cancel | Closes the dialog without saving |

10.2 Brightness Adjustment

A Brightness slider appears below the preview. Drag left to darken or right to brighten. The value persists between sessions.

TIP For best results use an external USB camera positioned to face the worker. Internal laptop cameras are automatically excluded from the list as they face the operator, not the subject.

10.3 Where Photos Appear

| Location | Details |
|-----------------------|----------------------------------------------------------------------|
| Users tab | Photo alongside the edit form — always visible when a user is loaded |
| Check Out tab | Photo of the selected user in the Select User panel |
| Check In tab | Photo of the assigned user in the Current Assignment panel |
| PDF Slip | Printed alongside the user details in the exported checkout slip |
| Statistics grid | Checkout photo shown in the preview panel when clicking a row |
| Statistics PDF Report | Checkout photos optionally embedded when Include photos is ticked |

11. Checkout Slip PDF

The Export PDF Slip button is available on the Check In tab whenever a checked-out radio is loaded in single check-in mode. It generates a clean A4 document capturing the full assignment state.

11.1 Generating a Slip

- On the Check In tab, scan or type the radio serial number and press Enter.
- Once the checkout record loads, click Export PDF Slip.
- A Save dialog opens with a pre-filled filename. Choose a location and click Save.
- The PDF opens automatically in your default viewer. A green toast confirms the export.

11.2 Slip Contents

| Section | Contents |
|-------------------|--------------------------------------------------------------|
| User Details | First name, last name, department, telephone, email |
| Radio Details | Brand, model, serial number, internal ID |
| Checkout Details | Checkout date/time, expected return date, accessories, notes |
| ID Photo | User's profile photo, aspect-ratio preserved |
| Overdue indicator | If the return date has passed, [OVERDUE] appears next to it |

11.3 Filename Convention

The default filename follows the pattern:

```
CheckoutSlip_SERIALNUMBER_YYYYMMDD_HHMM.pdf
```

Example: CheckoutSlip_037TNH6641_20260226_1307.pdf

11.4 Fleet PDF Report

A separate fleet-level PDF report of all currently checked-out radios can be generated from the Statistics tab — see Section 8.3.

12. Licensing

Radio Depot supports multiple licensing modes. Click the About button in the top-right corner to view your current licence status.

12.1 Licensing Modes

| Mode | Description |
|-------------------|--------------------------------------------------------------------------------------------|
| Trial | Time-limited evaluation. All features available. A countdown shows remaining days. |
| Annual Licence | Software licence with a 12-month support and updates term. |
| Perpetual Licence | One-time purchase. Licence does not expire. A support plan can be added separately. |
| Hardware Dongle | Licensed via a physical USB dongle that must remain plugged in. No activation code needed. |

12.2 About Dialog

Shows your licence status, type, days remaining, and support plan status. Contact Syntaxis Technologies to transfer a licence to a new machine.

12.3 Support Portal

Licence queries, renewals, and support requests: <https://www.radiodepot.co.uk/support/>

13. Tips & Best Practices

13.1 Daily Operations

- Run Radio Depot on a dedicated counter PC so it is always ready.
- Enable Auto-Scan mode if you use a barcode or RFID reader.
- Set default accessories for items that go out with virtually every radio.
- Use the Note field at checkout to record job numbers or site names.
- Check the overdue warning banner first thing each morning.
- Click the Statistics tab regularly — it auto-refreshes on every visit.
- Use an external USB camera facing the worker — internal cameras are automatically excluded.
- Set the brightness slider once for your lighting conditions — it persists between sessions.

13.2 Using Statistics Effectively

- Use Exact match mode when searching for a specific model like R7 to avoid matching R70 or similar names.
- Filter by department and export to Excel for a quick handover report at shift changes.
- Tick Include photos in the PDF report when a visual record is required.
- The Hrs Out column turns red for overdue radios — easy to spot at a glance.
- The count label (e.g. Showing 4 radios) updates live — use it to verify your filter is working.

13.3 End-of-Event Cleanup

- Take a full database backup before using any Event Reset button.
- Use Clear Users after an event to remove all attendee records — radio inventory is preserved.
- Use Full Reset only when both users and radios are being replaced for the next event.
- Verify the backup is restorable before clicking the final confirmation on Full Reset.

DANGER Never use Event Reset during an active event. These operations permanently destroy data with no possibility of recovery.

13.4 Database Housekeeping

- Take a backup at least weekly and always before importing or restoring.
- Store backups in at least two locations — a local network share and a cloud folder.
- If performance suffers over time, export history to Excel and archive old records.

14. Troubleshooting

| Issue | Suggested Action |
|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| Radio not found when scanned | Check the serial number or internal ID is entered correctly and the radio exists on the Radios tab. |
| Cannot complete checkout — user not listed | The user may not be registered. Add them on the Users tab and retry. |
| Cannot delete a radio or user | Records with active checkouts cannot be deleted. Check in outstanding radios first. |
| Statistics shows stale data | The tab auto-refreshes when you switch to it. Click Refresh Statistics to force an update. |
| Department filter shows no options | Departments only appear if at least one radio from that department is currently checked out. |
| Exact search returning unexpected results | Exact mode matches complete tokens split by space, dash, slash, dot, or underscore. Ensure the term matches a full word. |
| Overdue banner not appearing | Confirm the overdue threshold is set in Settings. Ensure the PC clock is correct. |
| Emails not sending | Verify SMTP credentials in Settings. Use Send Test Email to diagnose. |
| Webcam not detected | Ensure the USB camera is plugged in before opening the dialog. Internal laptop cameras are not shown by design. |
| Camera too bright or too dark | Use the Brightness slider below the preview. The value is saved between sessions. |
| Export PDF Slip not visible | The button only appears after scanning a checked-out radio in single check-in mode. |
| PDF Report photos missing | Ensure Include photos is ticked before clicking PDF Report. Only radios with a checkout photo will show one. |
| Import from Excel fails | Check column headers match exactly (case-sensitive). Ensure the file is .xlsx/.xls and not open in Excel. |
| Dongle not detected | Ensure the USB dongle is plugged in. Check Device Manager for recognition. |
| About dialog shows Trial despite dongle | Remove the dongle, close Radio Depot, re-insert, and relaunch. Contact Syntaxis if it persists. |

14.1 Getting Support

| Channel | Details |
|----------------|-------------------------------------------------------------------------------------------|
| Website | www.radiodepot.co.uk |
| Support Portal | https://www.radiodepot.co.uk/support/ |

Appendix A — Keyboard Shortcuts

| Action | How |
|------------------------------|----------------------------------------------------|
| Scan / look up a radio | Type serial or internal ID then press Enter |
| Capture photo | Press Space in the webcam dialog |
| Accept captured photo | Press Space or Enter after capture |
| Quick check-in | Double-click the row in Currently Checked Out |
| Complete Checkout / Check-In | Ctrl + Enter |
| Dismiss overdue banner | Click the x on the right side of the red banner |
| Edit a department | Double-click it in the Departments list (Settings) |
| Edit an accessory | Double-click it in the Accessories list (Settings) |
| Filter overdue items | Tick Show Only Overdue on Reports & Printing |
| Expand history panel | Click the Recent History expander header |
| Select all radios | Click Select All on the Radios tab after searching |

Appendix B — Glossary

| Term | Definition |
|-------------------|-----------------------------------------------------------------------------------------------|
| Asset / Radio | A physical two-way radio registered in the Radio Depot database |
| Checkout | The act of issuing a radio to a user |
| Check-in | The act of returning a radio to the available pool |
| Checkout Note | Free-text field entered at checkout; visible at check-in, in reports, and in exports |
| Default Accessory | An accessory pre-ticked on every checkout form automatically |
| Exact Match | Search mode that matches complete word tokens rather than substrings |
| Event Reset | Post-event tool to permanently clear users, radios, or all data |
| Hardware Dongle | A physical USB device that carries the Radio Depot licence; must remain plugged in during use |
| Internal ID | Your own fleet number or asset tag, separate from the manufacturer serial number |
| Overdue | A radio checked out longer than the configured threshold (default 8 hours) |
| PDF Slip | Per-radio checkout document with user photo and full details; generated from Check In tab |
| PDF Report | Multi-page fleet report of all checked-out radios; generated from Statistics tab |
| Profile Photo | Photo stored on the user record — independent of checkouts |
| SMTP | Simple Mail Transfer Protocol — required for overdue email reminders |
| Support Plan | Annual subscription providing software updates and technical support |
| Utilisation | Percentage of the total fleet currently checked out |

— End of Document —

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