**Devices Awaiting Repair**

Devices needing repair (e.g. key-caps missing) but where the user still retains use of the device, can now be managed through RMU without the device being given a status of Inoperable Hardware or Inoperable Software. This is done by marking the device as “awaiting repair” and raising a Remedy ticket for the device in the normal way, but not changing the status of the device. When the device is fixed, the TSO clears-off the “awaiting repair” flag against the device.

To flag a device as “awaiting repair” the TSO retrieves the device’s details, checks the “Mark device as awaiting repair but still with user” box, and presses the Save button. Pressing the Save button will cause Kinetic Forms to be loaded, in exactly the same way as if the TSO had set the device’s status to Inoperable Hardware or Inoperable Software. The TSO will then proceed through the Kinetic triage to identify the issue and raise a Remedy ticket.

Each time a device’s details are loaded, the “Mark device as awaiting repair but still with user” box is un-checked; this permits the TSO to raise multiple “awaiting repair” incidents against a device over time.

Once the device is repaired, the TSO checks the “Mark device as fixed” check-box.

RMU displays a screw driver symbol next to the Status column to show which devices are “awaiting repair”.

![Image of Device Management Interface]

![Image of Device Details]

![Image of Device Status]

![Image of Device Repair Process]

![Image of Device Tracking]

![Image of Device History]

![Image of Device Comments]
Streamline DOA Process
RMU now streamlines the DOA process. RTSOs are no longer required to “push” devices from the DET Pool to a school to replace a DOA device. The changes will also enable the Program to “reconcile” DOA devices and their replacements.

As at present, on commissioning a new device shipped from Lenovo, the TSO sets the status to Inoperable Hardware if the device appears to be DOA.

If Lenovo deems that the device is DOA, Lenovo ships a replacement device to the school. On receipt of the replacement device, the TSO retrieves the device record for the DOA device and keys-in the serial number of the replacement device in the “DOA Replacement” frame.
Note that the “DOA Replacement” frame will only be displayed if:

1. The device has only ever had the Pre-Commissioned status of shipped or received.
2. The device’s current status is Inoperable (hardware)

RMU asks the TSO to confirm that she wishes to replace the DOA device with the replacement device.

The TSO confirms the replacement. This has the effect of “pulling” the replacement device from the DET pool. If the replacement device is not in the DET Pool, RMU will give an error and the TSO will need to contact her RTSO.

RMU sets the status of the DOA device to Written Off (Hardware).
The TSO confirms that she has the principal’s permission to write off the hardware.

The replacement device is now ready for commissioning.
Multiple Device Selection

It can be tedious to select a group of devices for action, such as transfer to another school, if the selection process requires much vertical scrolling on the screen. The alternative to scrolling is to identify each device one-by-one using the serial number, but this can be a slow process.

RMU now has a much quicker device selection method whereby the TSO can list serial numbers in the “Enter/scan serial number or RFID” field, separated by a comma, as illustrated below.

The output from searching on the list of serial numbers is illustrated below.
The Overview screen, Device tab, DET Pool tab and L&S Register support multiple device selection.

If there is no comma in the serial number field, RMU assumes that the TSO is not doing a multiple device selection. The serial number string can be up to 200 characters long, allowing for 20 or so serial numbers to be entered. Spaces are removed from the serial number list. Leading and trailing commas are ignored.

RMU supports the scanning (as opposed to keyboard entry) of multiple devices. To scan multiple devices the TSO will need to configure the Argox scanner to insert a comma at the end of a serial number scan rather than an Enter.

To configure the scanner, the TSO needs to print a sequence of barcodes. Clicking the “Print Scan Sequence to Configure Scanner” hyperlink, as illustrated below, will open a PDF file in the browser for printing.

The PDF file is shown below.
To configure the scanner to enter a comma at the end of each scan, simply scan the six barcodes to the left of the sheet from top to bottom. The Argox scanner will make assorted beeps after each barcode is scanned. Once the sequence is scanned, the Argox will insert a comma at the end of each barcode scanned. Configuring the scanner takes about 30 seconds once the user gets the hang of how to do it.

Configuring the scanner to enter an Enter at the end of a barcode scan (the usual mode of operation) is achieved by scanning the six barcodes to the right in sequence.

Note that only the Argox scanners provided by the Program are supported.

**Excel Export**

The following columns are added to the Excel export:-

- Wireless MAC
- Wired MAC
- SOE Build
- Date SOE Build Queried
- Usage Type
Changing Status from Lost to Stolen
If a device transitions from Lost to Stolen, this transition can be done directly rather than transitioning Lost to Found to {Allocated/Pool/Loan} to Stolen. Similarly, you can transition directly from Stolen to Lost without transitioning through the Recovered state.

Alert Pop-Up Fix
Following the release of RMU 3.0 it was noted that the automatic display of News Flashes and News via a pop-up could be annoying to users, especially TSOs who may need to logon to several devices at once (e.g. when commissioning), as the TSO will have to cancel the pop-ups after each logon.

The alert pop-up is now only displayed if there is a new News Flash or new News published since the last logon. TSOs can always re-read older News Flashes and News if desired.

School Name on Overview Screen
As well as including the name of the default school in the browser title bar, the default school name is also prominently displayed on the Overview Screen.

Supress Device Listing When DET Pool Tab Clicked
In RMU Version 3.0, when the DET Pool tab is clicked, it can take a while to load the screen (two or three minutes) because of the large number of devices to be retrieved and rendered in the browser. RMU now supresses the load of device details when the DET Pool tab is clicked. This allows the user to execute a search, and gives the opportunity to refine the search criteria to reduce the volume of the data returned.
Filter Student Devices Using Device Status

To assist the TSO in identifying devices with a specific status, it is now possible to filter the students using device status, as indicated below.