

# CODESPEAR®

## HELP CENTRAL

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### Knowledge Base Article

## Radios Appear Offline

### SYMPTOMS

A Radio or radios appear offline (red icon).  
Radio user devices are not being created when users login to the Radio Client.

### CAUSE

Radio client license has not been entered. The lack of a radio client license prevents a radio client device from being created for the radio user.

## Resolution

To resolve around this issue:

1. Attain a Radio Client license key from your Codespear representative.
2. Log into the SmartMsg Administrator tool with a user account that has Global Administrator privileges.
3. From the **Help** menu, select **Licensing**.
4. The License Key window appears. In the top text box, enter the license key. It may be easiest to copy and paste the license key into this textbox.
5. Click the **Add** button.


## More Information

Visit [Codespear's Help Central](#)

To contact our support staff by email, [click here](#).

### You may also want to consult these SmartMsg support tools:

 [Contact Support](#) – Contact a support representative by filling out the following form.

 [Issue Reporting](#) - Found an issue that you would like us to know about? Click [Here](#) to report an issue to our support team for immediate consideration. We will contact you by email with a resolution.