

How to find a device by IMEI or serial number

In this guide: Locate one device and confirm its product, location, status, and history.

From Serialized Inventory

1. Open **Inventory > Serialized Inventory**.
2. Enter the complete IMEI or serial number in the search box.
3. Open the matching record.
4. Verify the product, current location, availability, purchase information, and activity history.

From the register

Enter or scan the exact IMEI or serial number in the main product search. An available unit at the current location resolves before UPC, SKU, and broad product-name results. If the unit is unavailable, reserved, sold, or conflicting, follow the message shown instead of selecting a broader match.

If there is no result

- Confirm every digit and remove accidental spaces.
- Check that you are in the location that owns the device.
- Review status filters such as Available, Sold, or Returned.

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