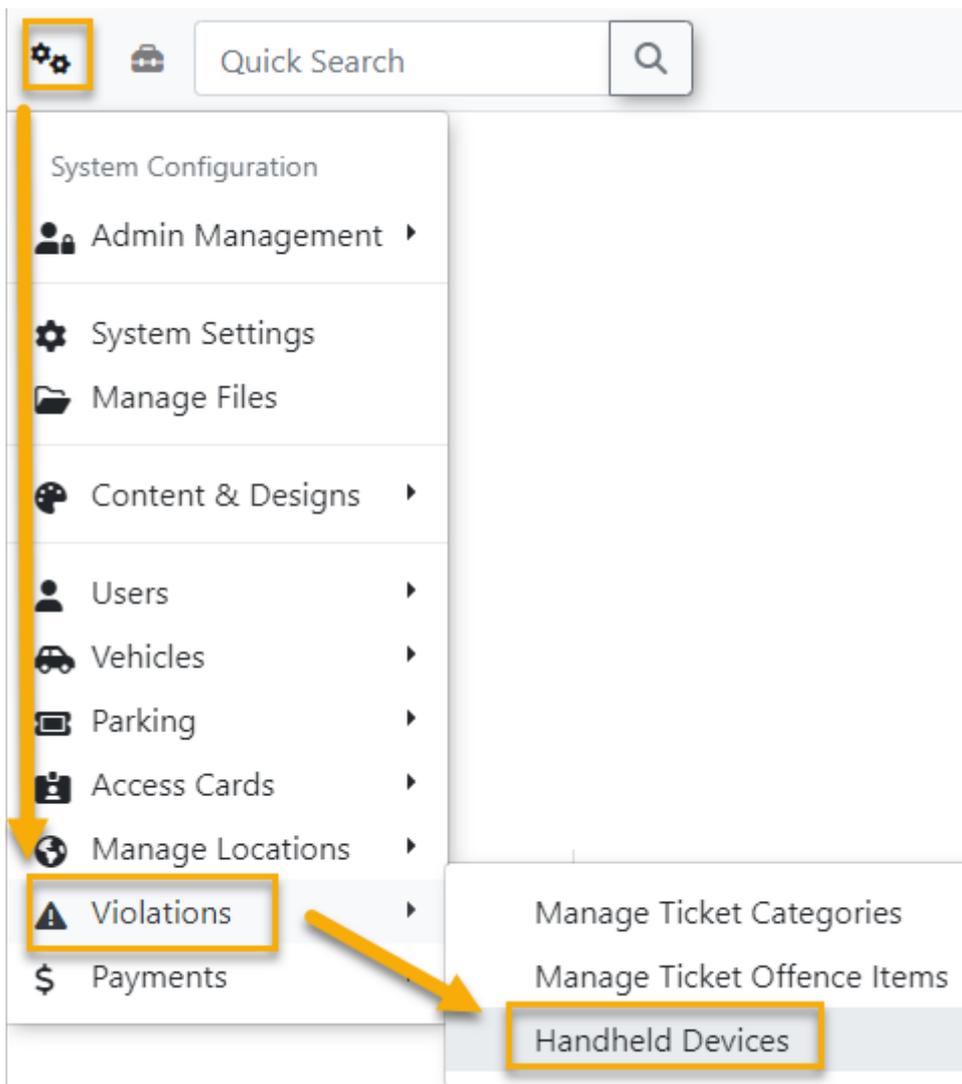


Handhelds Devices Settings

Navigate to Handhelds Devices

Select **System Configuration** → **Violations** → **Handhelds Devices**.



The **Handhelds - Common Settings** screen appears where you can edit the number of days before a ticket is due, customize the ticket footer, view device information, and manage handhelds.

Handheld Devices

Common Settings

Organization OperationsCommander

Country Canada

Client ID PA_DEMO

Ticket Footer

This parking ticket is due within 14 days. Failure to settle this parking ticket will result in the account becoming delinquent and subject your vehicle to collections and/or towing.

[Update Ticket footer](#)

Current Devices and Status
Using 4 of 10 licenses

Device UUID	Device Name	Next Ticket	Last Connected	
P I d9633e181c8a8770	OS_7_Tablet	1000		Push Message
P d80da33974952195	SwitchingTest	1000	Thu Jul 22, 2021 @ 02:39 pm	Push Message
P 241884b40a17721f	TabA_Demo	1000		Push Message
P 390cc701a159cb0a	Tomahawk Galaxy Tab E	1007	Thu Oct 03, 2019 @ 01:29 pm	Push Message

Adding A New Device

When adding a new handheld device start by installing the OPS-COM for Android software. After first login you will get a notice that the device is not registered and the message will give you a UUID number to be used. It's a 16 digit alphanumeric code that appears under your login screen. Use that UUID to configure your Handheld Common registration process.

Once in Handheld Common click on **Add New Device**.

A screen will open up where you must add:

- The **UUID** (*Where is the UUID? **First Time Installation - Android***)
- Set a **Server to Sync with** (always start with the Production Server)
- A **name** you'd like to use to identify this device by.

Also important is to ensure Enabled is selected at the top of the entry form. Once you have this information in place click on **Add Device**

ddd1e0a03552e21	Justin S5	1001	Mon Apr 29, 2019 @ 01:59 pm	Push Message
ddd1e0a03552e21_old	TT-Justin S5	1000	Tue Oct 17, 2017 @ 04:43 pm	

Add New Device

Enabled

UUID

Sync With

Device Name

Next Ticket No.

Add Device

Using 4 of 10 licenses

Pushing Messages

You can also push messages out to handheld units. Click the **'Push Message'** button and follow the prompts.

Common Settings

Organization OperationsCommander

Country Canada

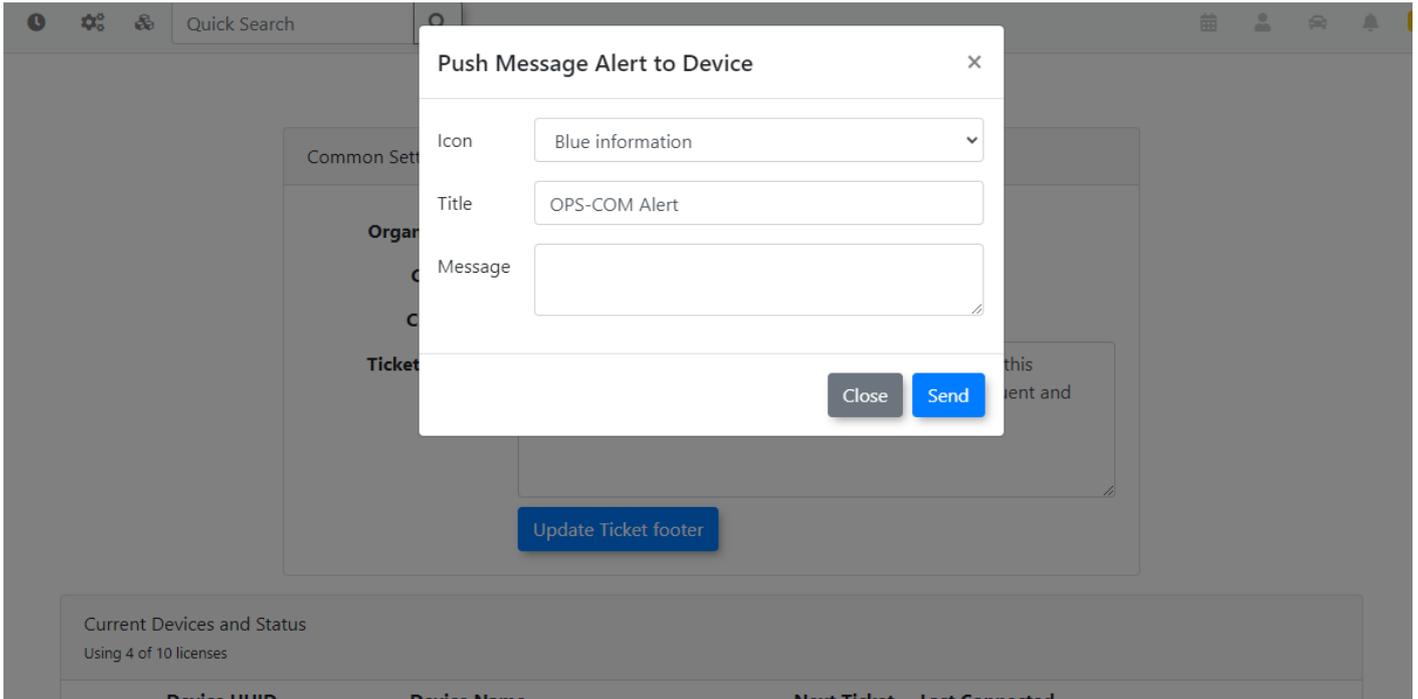
Client ID PA_DEMO

Ticket Footer

This parking ticket is due within 14 days. Failure to settle this parking ticket will result in the account becoming delinquent and subject your vehicle to collections and/or towing.

Update Ticket footer

Current Devices and Status				
Using 4 of 10 licenses				
	Device UUID	Device Name	Next Ticket	Last Connected
	d9633e181c8a8770	OS_7_Tablet	1000	
	d80da33974952195	SwitchingTest	1000	Thu Jul 22, 2021 @ 02:39 pm
	241884b40a17721f	TabA_Demo	1000	
	390cc701a159cb0a	Tomahawk Galaxy Tab E	1007	Thu Oct 03, 2019 @ 01:29 pm
	b9c4ac8f3a4289c7	TabA_Demo	1000	



Updating Device Data

Click the device you wish to update to get a drop-down list of the settings you can change.

Current Devices and Status
Using 4 of 10 licenses

Device UUID	Device Name	Next Ticket	Last Connected	
P I d9633e181c8a8770	OS_7_Tablet	1000		Push Message
P d80da33974952195	SwitchingTest	1000	Thu Jul 22, 2021 @ 02:39 pm	Push Message
P 241884b40a17721f	TabA_Demo	1000		Push Message

Enabled

UUID:

Archived: Archive this device

Sync With:

Device Name:

Next Ticket No.:

[Process Updates](#)

Make sure you select **Process Updates** when you are finished.

Important Note - Additional Information

By virtue of how the Handheld Common tool functions. It's always part of the process to start setting up a unit on the production side regardless of whether it is to be used in Production or as a test unit on Preview.

For initial handheld connection, the system always connects to production first, then looks at the PA Common/handheld assignment table where the units are registered to then know if they are registered on Production or Preview. That's the logic path so it is important to always write the tables from production side first.

Additionally, this is why we can refresh preview sites without losing the Handheld units that are configured to specific preview sites.

Adding a Handheld Unit to Preview for Testing

To add a handheld unit to preview you must first add it to handheld common on the production admin portal. You would fill everything in as normal but select the preview server as the entry in **Sync With**.

This will set the proper route for the handheld unit in the database. You will then need to go to the preview server and enter the same information into the preview site.

Then perform a reinstall of the software. This will allow the handheld to pick up the new path to preview that you have set.

Once the entry is in both Production and Preview you can switch back and forth fairly easily. You re-point the sync with setting to the preferred path on both Production and Preview.

You have to do a reinstall each time you change the path in order for the handheld unit itself to be updated with the selected path.

Revision #2

Created 8 May 2024 08:33:30

Updated 11 September 2024 13:40:49