Printers & Printing

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Reprint Violation

> The Reprint Violation feature allows enforcement officers to print a duplicate copy of a previously issued parking ticket directly from their handheld device. Its primary purpose is to quickly replace lost, damaged, or misprinted citations while officers remain active in the field. This article is intended for OperationsCommander (OPSCOM) administrators and field enforcement personnel using the legacy Android application.

Setup and Configuration

This feature is a native function of the enforcement application and does not require specialized backend configuration. However, it relies on properly configured external printer hardware.

Admin Side: Administrators must ensure that field personnel are equipped with functioning mobile Bluetooth printers and that these devices are authorized within the OPSCOM system.

User Side (Enforcement Staff): Enforcement officers must ensure their handheld device is actively paired and connected to their designated mobile printer before attempting to reprint a ticket.

Using this Feature

Field personnel can rapidly retrieve and reprint recent violation notices directly from the application's main menu.

Reprinting Tickets

1. Tap **Reprint Violation** from the main menu of the legacy Android enforcement app.
2. Review the list of recently issued tickets displayed on the Reprint Violation Notice screen.
3. Tap the specific violation record that you want to reprint.
4. Follow the subsequent on-screen printer instructions to complete the physical printing process.

> **Check printer readiness** Before navigating to the reprint screen, always verify that your mobile printer is powered on, has sufficient battery life, and is loaded with ticket paper. This prevents application timeouts or connection errors during the print command.

Best Practices and Considerations

- **Verify the correct ticket: Always double-check the ticket details on the screen before tapping to reprint.** Confirming the license plate and time of issue ensures you are leaving the correct duplicate citation on the offending vehicle.
- **Address the root cause of misprints: If you find yourself frequently reprinting tickets due to faded ink, connection drops, or paper jams, report the hardware issue to your administrator.** Continuous reprinting wastes time and thermal paper resources in the field.

Ticket Printing (Legacy) - Zebra Printer Configuration (Android Only)

> The Legacy Zebra Printer Configuration Android process allows administrators and field officers to connect Zebra mobile printers to Android devices for use with the legacy OperationsCommander (OPSCOM) Parking Enforcement application. Its primary purpose is to establish proper communication and printing settings, enabling the issuance of physical parking tickets directly from a mobile device. This article is intended for OPSCOM administrators and enforcement personnel setting up their handheld devices.

Setup and Configuration

This involves a one-time setup process to pair the mobile device with the printer hardware and configure the software to utilize the correct drivers.

Admin Side: Administrators must install the application, pair the printer via Bluetooth, and configure the internal application settings.

> **Application Permissions** Every time a pop-up window appears asking for permissions (e.g., Microphone, Camera, Location access), you must choose **Always** or **While Using App**. If these permissions are denied, the application will not work properly.

Application Installation

1. Power on your Zebra printer.

2. Navigate to the Google Play store on your Android device and install the OPSCOM Parking Enforcement app. *(Note: If you already have the application installed, uninstall and reinstall it to ensure a clean setup and prevent potential connection issues.)*

Connect to Bluetooth

1. Open **System Settings** on your device and enable Bluetooth if it is not already active.
2. Tap **Scan** on the device, then tap and hold the **feed** button on the physical printer until the Bluetooth symbol appears. Release the button once it appears to put the printer into discoverable mode.
3. Tap your printer name (or printer serial number) from the list of available devices and tap **Pair**.
4. Compare the pairing code on the Android screen to the one printed by the printer, then tap **Pair** on the popup to confirm.

Connect to the Enforcement App

1. Open the OPSCOM Parking Enforcement app and log in.
2. Tap the **Menu** icon (☰) in the top-left corner and tap **System Settings** .
3. Scroll down to the *Printer Settings* section.
4. Tap the **Printer Driver** drop-down menu and choose **Zebra**.
5. Tap **Saved Bluetooth Printer** to prompt the app to scan for nearby Bluetooth devices.
6. Tap your specific printer from the list of discovered devices.
7. Tap the **Save** button when prompted to save the printer.

8. Tap the **Menu** button, then tap **Home** to return to the main screen and start using the app.

Using this Feature

Once the setup is complete, the printer is fully integrated into the violation workflow and handles ticket generation automatically.

Printing a Ticket

1. Issue a standard parking violation through the application.
2. Tap the on-screen prompt to print the ticket when the violation entry is complete.
3. Retrieve the successfully printed physical ticket from the Zebra printer.

> **Advanced Media Settings** Configuring specific printer hardware settings, such as media size, rewind handling, and orientation, can be done through the separate **Zebra Printer Setup Utility** found on the Google Play Store.

Best Practices and Considerations

- **Perform a one-time setup per device pair: Remember that this configuration must be performed for each unique combination of a mobile device and a Zebra printer.**
- **Maintain Bluetooth range: Ensure the mobile device remains within the effective Bluetooth range of the printer.** For a stable connection in the field, keep the devices within approximately 30 feet (10 meters) of each other.

- **Troubleshoot connections efficiently: If you experience printing issues, always verify that the printer is powered on first.** If it is on and charged, re-selecting the printer from the **Saved Bluetooth Printer** menu within the application settings can often quickly re-establish a dropped connection.