

Manual Update or Installation

The Manual Update or Installation process allows users to install or update the legacy Android enforcement application directly from the Google Play Store. Its primary purpose is to ensure field officers have the latest software version on their handheld devices for optimal performance and access to new features. This article is intended for OPSCOM administrators and field enforcement personnel.

Setup & Configuration

To use the software, the officer's user profile must have the proper permissions granted in the core OPSCOM system before they attempt to log into the mobile application.

Admin Side: Administrators must ensure that field users have the "Wireless handheld" permission enabled.

1. Hover over **System Config** and click **Manage Roles**.
2. Click **Permissions** beside the specific Administrator Role you wish to edit (e.g., Patrol Officer).
3. Click the **Violations** tab.
4. Enable the **Display as Ticket Writer** checkbox.

User Side (Enforcement Staff): Ensure the Android handheld device is connected to a stable Wi-Fi or cellular network before attempting to download or update the application.

Using this Feature

Field personnel can manually check for and install updates using the native Android app store.

Installing or Updating the Application

1. Tap the **Google Play Store** app on the device's Apps screen.
2. Tap the search bar and enter **OperationsCommander** or **OPSCOM**.
3. Tap the **OperationsCommander** app icon to open the installation page.
4. Tap the **Install** button to perform a fresh installation, or tap the **Update** button to perform an in-place update of the existing software.
5. Tap **Accept** when the settings window pops up requesting access to integrated device features. *(Note: On newer tablets, these permission requests may appear during the initial startup of the application instead).*
6. Tap the **Open** button directly within the Play Store, or return to the device's home screen and tap the newly created shortcut to launch the application.

Install vs. Update Tapping the **Install** button performs a fresh installation where a new shortcut and a fresh local database are created. Tapping the **Update** button performs an in-place update, meaning a new database is not created and your existing local data will not be disrupted.

Best Practices & Considerations

- **Always synchronize before updating: It is highly recommended to perform a full manual data sync before proceeding with any kind of update.** While an update typically will not disrupt existing data, syncing first guarantees that no offline tickets or chalk records are lost during the software transition.
- **Grant all requested permissions: It is critical to grant access to all requested permissions during installation or initial startup.** The OPSCOM application requires these integrations (such as camera, location, and storage) to function correctly in the field.

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