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.

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