

Installation Setup & Maintenance

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First Time Installation - Enforce

The First Time Installation guide outlines how to download and set up the legacy parking enforcement application on a new mobile device. Its primary purpose is to ensure field officers successfully download the application from the Google Play Store and understand the initial registration and permission requirements. This article is intended for OPSCOM administrators and field enforcement personnel provisioning new handheld devices.

Setup and Configuration

The installation requires both administrative setup in the web portal and physical configuration on your device.

Admin Side:

1. Tap the **Play Store** app on the device's main screen to open it.
2. Tap the search bar and type **OPSCOM Enforce** or **OPSCOM**.
3. Tap the **OPSCOM Enforce** application icon from the search results to access the store page.
4. Tap the **Install** button to begin the download process.
5. Tap **Accept** on the settings pop-up window to grant the application access to required device integrations.
6. Tap the **Open** button directly within the store once the installation completes, or return to the device's home screen and tap the newly created **OPSCOM** app shortcut.

Using this Feature

Because this is a one-time installation process, interacting with the software primarily involves completing the initial launch and capturing the device's unique identifier.

Initial Application Launch

Upon opening the application for the very first time, the system will prevent immediate login and display a registration warning.

- **Application UUID Prompt:** A message will pop up stating that the device is not registered. This message displays a unique UUID number. This string is critical, as your administrator needs this exact UUID to manually register and authorize the physical tablet within the main OPSCOM system.

Updating the Application

1. Tap the **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 page.
4. Tap the **Update** button to perform an in-place update of the existing software.
5. 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.

Application Uninstall

1. Tap the **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 page.

4. Tap the **Uninstall** button
 5. A pop-up will appear to confirm this action, press the **Uninstall** button to remove the app from your device
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Best Practices and Considerations

- **Document the UUID immediately: Officers should take note of the UUID displayed upon first launch and provide it to their supervisor.** The application cannot proceed past the login screen until an administrator registers this specific hardware ID.
- **Verify user permissions: If an officer's account login fails after the UUID has been registered, contact your organization's high-level administrator.** The login failure is likely due to the user account missing the mandatory **Add New Violation** permission on the backend.

OPSCOM Enforce DEMO Mode

The Using the OPSCOM App in DEMO Mode feature allows users to access and explore the Enforce application without needing to formally register a physical device on the server. Its primary purpose is to provide a pre-populated, safe sandbox environment for training and testing core functionality. This article is intended for OPS-COM administrators and field enforcement personnel who are learning the system.

Setup and Configuration

No formal backend setup or device registration is required to access the demonstration environment.

Admin Side: Administrators do not need to register the handheld device's UUID or configure specific user permissions for this mode.

User Side (Enforcement Staff): Simply ensure the legacy Android enforcement application is installed on the handheld device and ready to launch.

Using this Feature

Accessing the demonstration mode is done directly from the initial launch screen of the application.

Accessing Demo Mode

1. Open the application on your handheld device.

2. Tap **DEMO MODE** on the initial boot screen instead of choosing to register the handheld unit.
3. Tap **LOGIN** on the subsequent sign-in screen. The required test credentials are automatically supplied and pre-filled by the system.

Testing in Demo Mode

Once logged in, users can freely interact with the interface to practice core tasks. You can practice scenarios covered in other guides, such as Searching for a plate, Virtual Chalking, Violation and Permits Search.

Isolated Environment The data created or modified while in DEMO MODE is completely isolated. Any test violations issued or vehicles chalked during your session will not synchronize to your live administrative portal.

Available Test Data

The demonstration database is pre-populated with sample records to facilitate testing. Use the information in the table below to practice searches and issue test violations:

Username	First Name	Last Name	User Type	Plate(s)	VIN Number(s)	Violations	Permits
spencer	Spencer	Carr	Full Time Staff	SPENCE			

Username	First Name	Last Name	User Type	Plate(s)	VIN Number(s)	Violations	Permits
jparsons	Julie	Parsons	Complimentary	JULPAR, ASDA 347	1q21242143124213		COM100 - Unpaid
jrockwood	James	Rockwood	F/T Student	JROCK	5SXHANDC38RZ55506		R102 - Red Student Lot W
sjamieson	Steph	Jamieson	P/T Student	SJAM, SJAM 2	2T1BU4EE5DC972469, 1N4AL3AP5DN517821	TT-10001	100 - Red Student W, 102 Red Student W
johndoe	John	Doe	F/T Staff	ABC316	1FMCU0EG1CKB65454		501 - Unpaid
skjones	Jones	Sarah	Daily Reserved	AKRJ259			
vcosta	Voula	Costa	Daily Reserved	VCOST	2GCEC19V531113601		L103 - Unpaid
bcameron	Brad y	Cameron	Complimentary	BCAM			COM100 - Unpaid
sbyers	Sheldon	Byers	Daily Reserved	SHELB Y	1G8ZN12871Z117051		L100 - Unpaid

Username	First Name	Last Name	User Type	Plate(s)	VIN Number(s)	Violations	Permits
pbirch	Patricia	Birch	F/T Staff	BIRCH, No Plate	1N6AD0ER5FN709323, 1GKS1AKC7FR518845	TT-10003	None
mashbury	Michael	Ashbury	P/T Staff	MASH, ASDA 437, BDH E385	JNAMA43H9XGE50339	15-170420, TT-10010	Monthly, 0005 - Red Staff Lot West, 0002 - Red Staff Lot West, 50 -After 4PM, 500 - Green Staff Lot East - UNPAID

Best Practices and Considerations

- **Use demo mode for training: Organizations should establish a business rule requiring all new field officers to complete training exercises in DEMO MODE before issuing live tickets.**

This ensures staff are comfortable with the interface and prevents accidental test violations from entering the live production database.

OPSCOM Web

The OPSCOM on the Web feature provides a convenient shortcut from the mobile application directly to the main administrative web portal. Its primary purpose is to allow administrators and field staff to seamlessly transition from the mobile app to a full web browser to access backend tools and manage tasks. This article is intended for OPSCOM administrators and field enforcement personnel using the Enforce application.

Setup and Configuration

This feature utilizes the device's default web browser and requires no specialized backend configuration within the OPSCOM portal.

User Side (Enforcement Staff): Ensure the handheld device has an active internet connection and at least one standard web browser app (such as Google Chrome) installed to load the page properly.

Using this Feature

Enforcement personnel can use this shortcut to quickly jump from their active mobile session to the full OPSCOM login page.

Accessing the Web Portal

1. Tap **OPSCOM on the Web** from the main menu of the mobile application.
2. Tap your preferred web browser (e.g., Chrome) from the pop-up list when prompted by the operating system to choose an application.

3. Tap **Just Once** or **Always** to confirm your browser selection and execute the launch.
 4. Log in to the standard OPSCOM web portal using your credentials once the browser redirects you to the login page.
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Best Practices and Considerations

- **Select a default browser: Tap Always when selecting your preferred web browser to streamline future access.** Setting a default browser skips the OS prompt, allowing the login page to launch immediately during subsequent uses.
- **Maintain active connectivity: Ensure your device is connected to a reliable network before attempting to use this shortcut.** Because this feature redirects you to a live, external web page, it will not function if the device is currently in a dead zone or operating offline.

Network Requirements In order for this feature to work properly, the tablet must be in an area in which it is connected to the internet via Wi-Fi or cellular data. If the device is offline, the browser will open but display a connection error.

App Logout

The Application Logout process securely closes the enforcement application at the end of a patrol shift. Its primary purpose is to protect access to the system by requiring a password for reentry, while automatically synchronizing all locally collected field data (such as issued violations and newly chalked vehicles) with the main database. This article is intended for OPSCOM administrators and field enforcement personnel.

Setup and Configuration

This functionality is a native security and synchronization feature of the application and requires no backend configuration.

Admin Side: Enforcement officers should verify that their handheld device has an active and stable internet connection (Wi-Fi or cellular) before initiating the logout sequence to ensure a successful final data sync.

Using this Feature

Enforcement personnel must interact with the built-in logout sequence rather than simply minimizing or force-closing the application to ensure data integrity.

Logging Out of the Application

1. Tap **Logout** from the drop down menu in the top left corner of the OPSCOM Enforce application.

2. Tap the confirmation on the pop-up message to confirm you want to log off. The program will automatically synchronize all data with the main database before securely closing and returning you to the main login screen.

Confirming Data Synchronization

If you want to be absolutely certain your data is secure before logging out, or if you suspect a previous automatic sync failed:

1. Tap **Sync Status** from the main menu or full menu to force a manual synchronization of all local records.

Sync Errors During Logout If you receive a synchronization error message during the automated logout process, your data has not been lost. Log back into the application when you reach an area with a stronger network connection and manually tap the **Synchronize Data** option to force the upload.

Best Practices and Considerations

- **Properly shut down after every shift: Officers must use the Application Logout button rather than simply closing or minimizing the app.** Proper logout ensures the device is securely locked behind a password and that critical citation data is immediately uploaded to the dispatch center.
- **Handle offline logouts carefully: If you log off in a location without internet access, your data is securely saved locally on**

the tablet, but it will not synchronize with the main database.

In this scenario, you must ensure a synchronization occurs the next time you sign into the OPSCOM program with an active network connection.

Testing Your WIFI Connection

The Testing Your WIFI Connection guide provides instructions for measuring Wi-Fi signal strength and channel congestion using a mobile application. Its primary purpose is to help identify and troubleshoot connectivity issues that may cause signal drops for mobile enforcement devices in the field. This article is intended for OPSCOM administrators and enforcement staff.

Setup and Configuration

To accurately test your network connection, you must install a specific third-party diagnostic application on your Android handheld device.

Admin Side (Enforcement Staff):

1. Open the Google Play Store on your Android handheld device.
2. Search for and download **WifiAnalyzer (OpenSource)** by VREM Software Group. This is a free utility application.

Using this Feature

Administrators and staff can use this application to take a precise measurement of their Wi-Fi strength and identify the source channel.

1. Open the **WifiAnalyzer** application on your device.
2. Tap the **menu icon** (three parallel lines) located at the top left of the screen to open the main menu.

3. Tap **Access Points** to view a detailed list of available networks and their current signal strengths.
4. Tap **Channel Graph** to view a visual representation of channel congestion and overlapping network signals.

Visual Cues and Status Indicators

- **Signal Strength Graph:** The signal strength is visually represented as a column of color rising from the bottom of the graph, typically ranging from -100 dBm to -20 dBm.
 - **Reading dBm Values:** Correction note: Signal strength is measured in negative decibel-milliwatts (dBm). Because these are negative numbers, a value closer to zero (e.g., -20 dBm) indicates a much **stronger** and better signal, whereas a lower number (e.g., -100 dBm) indicates a very **weak** signal.
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Best Practices and Considerations

- **Monitor throughout the day: It is highly recommended to monitor the connection periodically throughout the day.** Wi-Fi environments fluctuate, and observing how much the signal goes up and down can help pinpoint exactly when and why connectivity drops occur.
- **Check channel congestion: Pay close attention to how many devices or networks are broadcasting on the exact same channel.** Too many devices trying to access the same channel simultaneously will create interference and have a severe adverse effect on your connectivity strength.

- **Capture data for support: Please provide screen captures of both the Access Points and Channel Graph screens when contacting support.** Having a visual record of the exact dBm reading for your Wi-Fi source and the channel congestion allows the OPSCOM support team to assist you much more effectively.

Weak Wi-Fi and its effects

The How weak Wi-Fi can affect OPSCOM guide outlines how network connectivity impacts the application. Its primary purpose is to help administrators and field officers troubleshoot Wi-Fi issues, understand how data synchronizes, and ensure offline records are properly uploaded to the main server. This article is intended for OPSCOM administrators and field enforcement personnel.

Setup and Configuration

Data synchronization occurs natively within the application, but administrators can customize how frequently the device attempts to auto-sync when idle.

Admin Side: Administrators or supervisors can adjust the idle Auto-Sync time interval (or disable it entirely) by accessing the **System Settings** menu on the handheld device.

User Side (Enforcement Staff): Officers must ensure the device's Wi-Fi receiver is turned on and connected to a reliable network when starting a shift, or when returning to a dispatch area to upload offline data.

Using this Feature

Enforcement personnel do not need a constant connection to issue violations, but they must interact with the application's synchronization tools to push that data to the main database.

Testing Connectivity in the Field

If you suspect you have lost your Wi-Fi connection while on patrol:

1. Open the native web browser on your tablet device.
2. Attempt to load any standard public web page. If the browser cannot connect to the website, the device does not have sufficient signal strength to connect with the OPSCOM server.

Manually Synchronizing Data

When you return to an area with known Wi-Fi coverage (like the main office or a connected vehicle), you can manually push your offline data.

1. Tap **Synchronize Data** from the main menu of the OPSCOM application. The synchronization process will begin immediately.

Understanding Auto-Sync

The application is designed to automatically sync in three specific instances to protect your data:

- **Startup:** A sync is performed automatically when the app is launched, provided you have connectivity. *(Note: If you have poor connectivity upon startup, the app will display an error and will not allow you to log in).*
- **Logout:** The unit will run a final auto-sync when you use the formal logout button.
- **Idle:** The unit will auto-sync when the device has been completely idle for the duration specified in the system settings.

Idle Timer Behavior The idle Auto-Sync is a precaution to ensure syncing happens when an officer has not manually synced in a while. If your idle setting is 15 minutes, the unit must remain completely untouched for 15 minutes. If the tablet is used for any task during that time, the 15-minute timer restarts.

Visual Cues and Status Indicators

- **Data Available Warning:** When offline data is waiting to be uploaded, a red flashing message will appear at the top of the screen indicating **Data available to sync:** followed by the number of violations and vehicles stored locally.
- **Sync Successful:** Once a proper sync has occurred and all data is transferred to the main server, the red data available warning will disappear from the screen.

Best Practices and Considerations

- **Understand environmental signal interference: Be aware that structural objects, concrete, brick, and load-bearing walls severely affect signal strength.** Keep this in mind if patrolling interiors such as parking garages or underground levels, as you will likely lose connection and need to sync later.
- **Perform an end-of-shift sync: Always return to the main menu and allow a sync, or force a manual sync, before logging out for the day at the end of your shift.** This guarantees all field data is securely uploaded.

- **Log out properly: Do not simply put the app in the background, close it from the recent apps menu, or power off the unit while it is running.** You must log out of the application properly using the interface to trigger the final logout auto-sync.
- **Consider electrical interference: Be aware that devices operating on the 2.4GHz frequency (such as certain appliances and older electronics) can interfere with Wi-Fi signals.** While not the most common cause of complete signal loss, it is worth considering if you repeatedly fail to sync in a specific indoor location.

Don't Panic! If you cannot sync immediately due to a dead zone, it is not a critical issue. The OPSCOM app is designed to store your work locally. As long as you perform a manual sync when you return to an area with better connectivity, your data is safe.

Working in Varying Lighting

The Working in Low and Bright Light guide outlines how to manage device screen brightness and optimize camera settings for nighttime patrols. Its primary purpose is to ensure field officers can operate their handheld units comfortably without eye strain and capture clear violation photos regardless of ambient lighting conditions. This article is intended for OPSCOM administrators and field enforcement personnel using the Enforce application.

Setup and Configuration

Managing light settings is performed directly on the mobile device operating system and native camera application. It does not require any backend adjustments within the OPSCOM administrative portal.

Admin Side: No specific configuration is required within the administrative portal.

User Side: Enforcement officers must familiarize themselves with their specific device's quick settings shade and native camera application preferences to make on-the-fly adjustments during their shift.

Using this Feature

Field personnel can quickly adjust their screen brightness for viewing comfort and modify camera settings to ensure optimal photo evidence collection in low-light environments.

Adjusting Screen Brightness

1. Swipe down from the top edge of the device screen to reveal the quick settings menu.
2. Drag the brightness slider left to manually dim the screen for low-light conditions, or right to increase brightness for daylight visibility.
3. Tap the **Auto** checkbox (or equivalent auto-brightness toggle) to allow the device to dynamically adjust the screen brightness based on available ambient light.

Taking Photos at Night

To capture the highest quality photo evidence when working with the camera flash in low-light situations, adjust the native camera settings:

1. Open your device's native camera settings menu.
2. Select **Matrix** for the metering option (rather than a centered reading).
3. Set the flash option to **Always On**.
4. Enable the **Low Light Detection** option if your device supports it.

Brightness Overrides Depending on the manufacturer, some Android handheld units feature a specialized brightness override within the camera settings. Enabling this can significantly improve image processing, yielding much better evidentiary photos during night patrols.

Best Practices and Considerations

- **Utilize auto-brightness: Enable auto-brightness to preserve battery life.** Manually leaving the screen at maximum brightness during a full shift will rapidly drain the device battery. Allowing the

system to manage brightness automatically ensures optimal visibility while conserving power.

- **Test your camera configurations: Always take a few test photos in your patrol environment after modifying camera settings.**

Because native camera applications vary heavily between different tablet manufacturers, taking test shots ensures your matrix metering and flash settings are producing clear, legible license plate captures before you begin issuing active violations.

Best Practices (Enforce)

The Best Practices guide outlines the recommended daily maintenance routines for field enforcement handhelds. Its primary purpose is to ensure devices remain connected, up-to-date, and synchronized with the core database for optimal performance in the field. This article is intended for OPS-COM administrators and field enforcement personnel using the Enforce application.

Setup and Configuration

Maintaining the handheld devices requires minimal backend configuration, but relies on consistent network availability.

Admin Side: Administrators should ensure devices are properly provisioned with **Apple Store or Play Store** access so they can receive regular application updates.

User Side (Enforcement Staff): Enforcement officers must ensure their device has an active internet connection (Wi-Fi or cellular data) to successfully download updates and synchronize enforcement data.

Using this Feature

Enforcement personnel should regularly interact with the device's update and synchronization features to maintain system health.

Updating the Application

1. Tap the **Play Store/Apple Store** app on your handheld device to open it.
2. Search for **OPSCOM** using the search bar.
3. Tap the red and black **OPSCOM Enforce** application icon from the search results.
4. Tap the **Update** button if there is a new version available.

Application Closure Required Prior to tapping the update button in the store, verify that you have fully closed the active OPSCOM application running in the background.

Synchronizing Data

1. Verify the tablet is in an area with a stable internet connection.
2. Tap **Synchronize Data** from the main menu to force the tablet to sync all local data with the main database immediately.

Visual Cues and Status Indicators

When patrolling, monitor the top left panel of the Search pages to verify your

Database Connection State:

- **Green Dot:** Indicates a healthy, active connection to the live database systems.
 - **Orange Dot:** Indicates that the system has lost its live connection but is currently operating on cached data. The system is still fully usable, but if the orange dot remains for an extended period, it is best to restart the application to reset the network connections.
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Best Practices and Considerations

- **Reset handheld units daily: It is highly recommended to restart all handheld units before each shift.** Resetting the unit refreshes network connections and allows any pending auto-updates to be installed. If the app is left running indefinitely, the system cannot auto-update, and you will miss out on recent changes.
- **Kill background applications entirely: Make sure to completely shut down the app, rather than simply minimizing or switching away from it at the end of your shift.** To swipe the app out of memory, access the Recent Apps screen.
- **Clear the application cache for persistent issues: If connection or performance issues persist even after restarting the app, try refreshing the app's cache** through your device's native settings menu.
- **Check your version frequently: It is important to always run the latest version of OPSCOM Parking Enforcement.** Regularly checking the Play Store for updates prevents unexpected bugs and ensures you have access to the latest field features.