

Printers & Printing

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Star Micronics Printer Configuration

The Star Micronics Printer Configuration allows administrators to connect mobile printers to Android or iOS devices for use with the **OPSCOM Enforce** app. This setup enables enforcement officers to print tickets directly from their handheld devices, streamlining the violation issuance process.

Setup and Configuration

Before using the printer with the OPSCOM Enforce app, the hardware must be paired with the handheld device and set to the correct emulation mode.

The Star Micronics T300i or higher is recommended, as older models may not be fully supported.

Changing Printer Emulation

Emulation determines how the printer communicates with the operating system. The printer must be set to the specific mode required by your device type.

1. Open the paper cover of the printer.
2. Press and hold the **POWER** and **FEED** buttons simultaneously.
3. Release the buttons once the red error lamp flashes 5 times and the screen indicates **Setup Mode**.
4. Close the paper cover.
5. Review the status slip that automatically prints:
 - **For Android:** The slip must display **Emulation = ESC/POS**.

- **For iOS:** The slip must display **Emulation = StarPRNT**.
6. Repeat these steps if the status slip does not show the correct emulation for your device.

Bluetooth Pairing

1. Power on the **Star Micronics** printer.
 2. Navigate to **Settings** then **Bluetooth** on the handheld device.
 3. Ensure the **Bluetooth** toggle is enabled.
 4. Select the **Star Micronics** printer from the list of available devices.
 5. Enter the **PIN** to pair the device.
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Using this Feature

Once the hardware is paired and configured, it must be linked within the application settings to enable printing functionality.

Connecting in the Enforce App

1. Open the **OPSCOM Enforce** app and log in.
2. Tap the **Menu** icon at the top left of the screen.
3. Tap **App Settings**.
4. Scroll to the **Printer Settings** section.
5. Tap the **Printer Driver** drop-down menu and choose **Star Micronics**.
6. Tap **Saved Bluetooth Printer** to initiate a scan for nearby hardware.
7. Tap the printer name (typically **SM-T300**) or the specific serial number from the scanned list.
8. Tap the **Emulation** drop-down menu and select the mode matching your device:
 - Select **StarPRNT** for iOS devices.

- Select **EscPosMobile** for Android devices.
9. Tap the **Menu** button and tap **Home** to return to the main screen.

The Enforce app interface may vary slightly between Android and iOS versions, but the printer configuration logic remains consistent across both platforms.

Best Practices and Considerations

- **Hardware Compatibility:** Ensure you are using a **Star Micronics T300i or higher**, as older models may not be supported by the Enforce app.
- **Battery Management:** Ensure the printer is **fully charged** before the start of a shift to prevent connection drops during ticket issuance.
- **Paper Checks:** Always **verify paper levels** before leaving the office, as the printer will not alert the Enforce app when it is out of physical media.
- **Connectivity Issues:** If the printer stops responding, **toggle Bluetooth off and on** in the device settings and verify that the printer has not entered sleep mode.

Zebra Printer Configuration

The Zebra Printer Configuration allows administrators to set up and connect Zebra mobile printers to Android or iOS devices for use with the **OPSCOM Enforce** app. This integration streamlines parking operations by enabling the direct printing of violation tickets from handheld units.

Setup and Configuration

Configuring a Zebra printer requires a one-time setup involving the official Zebra utility and the Enforce application to ensure consistent communication between the hardware and software.

Printer Discovery and Utility Setup

1. Power on the **Zebra printer**.
2. Uninstall and re-install the **OPSCOM Enforce** app on your handheld device to ensure a clean configuration environment.
3. Download and install the **Zebra Printer Setup Utility** from the app store.
4. Open the **Zebra Printer Setup Utility**.
5. Tap **Discover Printers**.
6. Tap and hold the **Feed** button on the physical printer until the **Bluetooth** symbol appears on the printer display, then release.
7. Tap the printer once it appears in the **Discovered** list.
8. Wait for the utility to retrieve settings; the printer is ready when the status displays **Ready** at the top of the screen.

Connectivity and Media Settings

1. Tap **Connectivity Settings** then tap **Bluetooth**.
 2. Confirm that the **Bluetooth** and **Discoverable** switches are enabled.
 3. Verify the **Friendly Name** (defaults to the serial number) and tap **Next**.
 4. Tap **Next** on the second screen to keep default settings, then tap **Apply**.
 5. Tap **Media Settings** and tap **Media Settings** again on the following page.
 6. Follow the prompts to set the correct paper size for your rolls and tap **Apply**.
 7. Tap **Print a Test Label** from the main **Media Settings** page to verify the hardware configuration.
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Using this Feature

After the printer is configured in the Zebra utility, it must be linked to the Enforce app to be used for ticketing.

Connecting in the Enforce App

1. Open the **OPSCOM Enforce** app and log in.
 2. Tap the **Menu** icon at the top left and tap **App Settings**.
 3. Scroll to the **Printer Settings** section.
 4. Tap the **Printer Driver** drop-down menu and choose **Zebra**.
 5. Tap **Saved Bluetooth Printer** to scan for the device.
 6. Tap your printer name or serial number when it appears in the list.
 7. Tap **Save** when prompted with **Save Printer?**
 8. Tap the **Menu** icon and tap **Home** to begin using the application.
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Best Practices and Considerations

- **Clean Installation:** It is highly recommended to **uninstall and re-install the Enforce app** before setting up a new Zebra printer to prevent legacy configuration conflicts.
- **Bluetooth Visibility:** If the printer does not appear during discovery, ensure you **tap and hold the Feed button** until the Bluetooth icon is visible on the printer's LCD.
- **Naming Conventions:** Consider changing the **Friendly Name** in the Zebra utility to a unit number (e.g., "Enforcement Unit 01") to make it easier for officers to identify their specific printer in the app.
- **Media Calibration:** If the printer skips labels or alignment is off, return to **Media Settings** in the Zebra utility to re-run the calibration process.
- **Misprint Issue:** If the printer outputs code (such as ^XA, ^FO, etc.) instead of the rendered label, it means the printer is receiving raw ZPL (Zebra Programming Language) data and treating it as text. Toggling the setting for "Line Mode" or setting another language (like EPL or XML) instead of ZPL should fix this issue.

Ensure the printer remains powered on and within close proximity to the handheld device during the "Applying Settings" phase to avoid corrupting the printer firmware.