Choosing & Connecting Printers

> The Choosing and Configuring Printers process allows enforcement officers to connect and properly format their mobile Bluetooth printers within the Enforce application. Its primary purpose is to ensure the application communicates with the correct hardware drivers, allowing for clear and accurate physical ticket printing in the field. This article is intended for OperationsCommander (OPSCOM) administrators and field enforcement personnel configuring their handheld devices.

Setup and Configuration

Before configuring the printer within the OPSCOM application, the physical printer must be powered on and actively paired to the handheld device via the device's Bluetooth settings.

Admin Side: Administrators should ensure the organization's chosen Bluetooth printers (such as Star Micronics or Zebra models) are fully charged, loaded with paper, and paired to the assigned handheld device.

User Side (Enforcement Staff): Enforcement officers must configure the application settings to recognize the paired printer and driver before issuing their first physical citation.

Using this Feature

Officers must explicitly select both the appropriate software driver and the specific hardware device within the application's system settings.

Accessing System Settings

1. Tap **System Settings** from the main menu of the OPSCOM application.
2. Scroll through the menu to locate the specific printer settings options.

Selecting the Driver and Printer

1. Tap **Bluetooth print driver** to select the proper driver for the hardware you are using.
2. Tap **Bluetooth Printer** to open a list of paired Bluetooth devices.
3. Tap the name of the specific printer you are actively using to finalize the connection.

> **Default Printer Driver** By default, the printer driver is set to Star Micronics. If you are using a Zebra printer, tap to select Zebra. Selecting the driver will automatically close the pop-up and return you to the main settings menu.

Best Practices and Considerations

- **Match your drivers to your hardware: It is critical that the selected driver matches your physical printer type.** If these two settings do not match, the printer will either fail to work entirely or it will begin to print out unreadable code and odd characters instead of a properly formatted violation.
- **Verify functionality before patrolling: Always issue a test violation after configuration.** Printing a test ticket ensures the

printer is connected, formatting correctly, and working exactly as expected before you step out into the field to begin enforcement.

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