# Zebra Printer Configuration

> The Zebra Printer Configuration process allows administrators to set up and connect Zebra mobile printers to Android or iOS devices for use with the OperationsCommander (OPSCOM) Enforce app. Its primary purpose is to streamline parking operations by enabling the direct printing of violation tickets from handheld units. This article is intended for OPSCOM administrators and field enforcement personnel.

## 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.

## Using this Feature

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

### 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 visibly displayed 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 quickly fix this issue.

> [!WARNING] **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.

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