

Setup and Use of the Electronic Citations through Report Beam

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DISCLAIMER and IMPORTANT NOTES

for

Setup and Use of the Electronic Citations through Report Beam

- Electronic Citations can be issued WITHOUT INTERNET COVERAGE while in the field. Please view the video for best practices when Internet is not available.
- The information contained in the training video is accurate as of July 31, 2020 and using Windows 10 / Windows 10 Pro operating system. There may be slight variations in this installation using a Windows based tablet, Windows 7, Windows 7 Pro, or any other version of a Windows based platform. The Report Beam Program is not compatible with Apple products.
- The documents contained in the handouts may discuss installation means that vary slightly from the training video. These documents may be helpful if you have difficulty installing in the manner prescribed in the training video.
- Your agency must have the Report Beam Program package for the use of the Crash Reporting system before you are able to utilize the Electronic Citations. If you do not have Report Beam, please contact the WV Governor's Highway Safety Program at 304-926-3824 to get it set up for you.
- If your agency has not received the Citation Update for Report Beam, you will need to have it sent to you. Please contact the WV Governor's Highway Safety Program at 304-926-3824 to get sent as a package update.
- Electronic Citations can be issued through your Municipal Court.
- Municipal and Magistrate Courts will need a different login then that of your agency. If the Municipal Court has not been set up, please contact WV Governor's Highway Safety Program at 304-926-3824. You will need to be able to provide information for your court and their contact information.
- This video was provided by the WV Coalfields Highway Safety Program (Region 8). You may contact this office at 304-301-2111 regarding questions.

Setup and Use of the Electronic Citations through Report Beam

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Mercer County Sheriff's Department
WV Coalfields Highway Safety Program
July 2020

- I. Introduction 00:00
 - A. Self Introduction
 - B. Introduction for the Program

- II. Goals and Objectives 00:43
 - A. Successfully Install Report Beam
 - B. Become familiar and comfortable with the platform
 - C. Successfully create, print, and submit an Electronic Citation from mobile system
 - D. Be able to troubleshoot problems in the Field
 - E. Be able to access the Report Beam online server and find citations
 - F. Successfully print a submitted E-Citation from Report Beam Server

- III. Prerequisites 01:43
 - A. Have Laptop / Windows Based Mobile computer with charger
 - B. Have Agency's Report Beam License Number
 - C. Have access to Internet
 - D. Have a mobile E-Citation Printer with charger and USB cable
 - E. Have L-Tron scanner (optional)
 - F. Have a sample License and Registration
 - G. Have your Municipal Court on board
 - H. Have your own log-in to Report Beam
 - I. Have your agency's username for Report Beam

<https://www.reportbeam.com/WebPortal4/modules/General/UserLogin.aspx>

IV. Download and Install the Report Beam Program 06:24

A. On mobile computers without Report Beam Pre-installed:

http://www.reportbeam.com/downloads/reportbeam/reportbeam_setup.exe

B. Download from an administrator thumb drive

C. Open/Run the Setup file

D. Give Report Beam Access through the Firewall

E. Enter Agency's License Key

F. Log into Report Beam

G. Edit Auto-Fills

Name, Phone, Unit #

H. Log Out and close Program

V. Installing the Mobile Printer – Zebra ZQ520, using USB cable 13:59

A. Charge the ZQ520 to near full.

1. ZQ520 using battery and charger will require a charged battery
2. ZQ520 using a battery delete/cradle option will only need power supply

B. Utilize the Zebra Setup Utilities

1. Use CD (OR)
2. Download Software

<https://www.zebra.com/us/en/support-downloads/eula/unrestricted-eula.-227178c9720c025483893483886ea540bd07dd0f9873752cf891686eb495040ba85f97bf163f9fdb62ce8bbe325bdf95347bc39767aa16a8a1229bd7549bec4ab84efac5b40592822eada672e433843b9b8a9e204a634fa6c6fb5b6fd377f4970584916ad0dbdd.html#>

C. Begin Installing Printer Driver

1. Printer selected should be: ZDesigner ZQ520 (CPCL)
2. Connect ZQ520 to computer using USB cable 17:00
3. Use "Direct Communication" box to test printer 18:49
4. Use send to printer to print a test

D. Post Printer Install – FOR MOBILE LAPTOPS 19:38

1. Go to your Printer and Scanners in Windows
2. Uncheck "Let Windows Manage My Default Printer"
3. Locate the ZQ520 (CPCL) printer and left click once
4. Select Manage
5. Then Select "Set as default"
6. If it shows as "Offline" – ensure the printer is awake/on by pressing the power button.

VI. Creation of an Electronic Citation 21:41

- A. Open Report Beam
- B. Select "New Report"
- C. Select "Citation" then OK
- D. Name report (example: test, Smith, SMI), verify date, then click next
- E. Begin completing Electronic Citation
 1. Select Traffic or Criminal
 2. Select Warning if it is Warning
 3. Fill out required (in red) information
 - a. For Canada, a Zip Code of 00000 may be necessary
 - b. Required Info may vary depending on selections
 - c. Using TAB key to advance
 - d. Using Shift+TAB keys to return back
 - e. County Selection by number
 - f. Municipality selection is limited by County
 - g. Interstate, US, WV routes limited by County
 - h. Charge/violation
 1. Can be manually typed
 2. Can use F12 for auto-fills for State Codes (optional)
 - i. Court Selection
 1. Can be Magistrate Court

2. Can be Municipal Court
3. Specific Date and Time must be entered

j. Printing

1. Use "Quick Print" to print
2. Verify Citation number populated at top
 - a. If connected to internet – no popup box
 - b. If not connected – popup box will generate – click OK
3. Wait for additional info to print
4. Tear printout from printer

k. Post-Print

1. Verify printout
2. Make changes if necessary and reprint
3. Provide violator with copy – NO SIGNATURES NEEDED
4. ***DO NOT SUBMIT A TEST CITATION TO A COURT, USE WARNING BEFORE SUBMITTING TEST CITATION***
5. Use "Send All" to submit the citation

VII. Adding multiple charges (more than 2) 41:11

- A. With first citation open, select "Add Form/Report" from the left side of the screen
- B. In the popup select "Add New Report"
- C. Name 2nd Citation
- D. Make Traffic/Criminal/Warning selections
- E. Verify Information carried from 1st Citation
- F. Enter additional charge(s)
- G. Verify Court/Date/Time
- H. Repeat if necessary
- I. Click "Quick Print" to print both citations
- J. Use "Send All" to submit the citations

- VIII. Using "Close" / Edit Citation from DRAFT 45:14
 - A. If Citation is Saved then Closed it will go to DRAFT
 - B. In the DRAFT menu – double click on citation
 - C. Citation report will open and can be edited
 - D. Can be used to modify / Delete citation BEFORE IT IS SUBMITTED
 - E. Citation can be submitted from Draft By using Send/Send All

- IX. Submitting report without Internet 47:37
 - A. Using Airplane Mode
 - B. Create New – Citation
 - 1. Popup Box "No Connection to Internet found."
 - 2. Select OK
 - 3. Complete Citation
 - 4. Select Quick Print
 - 5. Popup Box "No Connection to Internet found." Click OK
 - C. Citation Prints
 - D. Select "Send All"
 - E. Citation goes to "Outbox"
 - 1. Citation(s) are waiting on Internet to send to court
 - 2. Once Internet is established – citation will automatically submit

- X. Edit Citation from OUTBOX 53:28
 - A. Open Outbox
 - B. Select Citation (highlight blue)
 - C. Move To Draft
 - D. Edit/Send/Delete from Draft

- XI. Submit Citation to Server 54:26
 - A. Establish Internet Connection

1. Connect to Hotspot/LAN
 2. Remove from Airplane Mode
- B. Citations in Outbox – Will Automatically submit
- C. Using Send / Send All will send citation/warning
- D. Submitted Citations/Warnings can be viewed in RECENT and on Server

XII. Changing Paper in ZQ520 55:54

- A. Open door
- B. Remove Paper
- C. Install New Roll
1. Remove glue from new roll
 2. Use tabs to secure roll
 3. Ensure loose paper edge is closest to front of printer
- D. Close Door

XIII. View Citations from Report Beam Server 57:58

- A. Go to:
- <https://www.reportbeam.com/WebPortal4/modules/General/UserLogin.aspx?ref=%7e%2fmodules%2fStatistics%2fStatsWizard.aspx>
- B. Enter Agency (designated by Report Beam)
- C. Enter Officer Username (same as Report Beam Application)
- D. Enter Officer Password (same as Report Beam Application)
- E. Use Report Selection
- F. Using Report Wizard
1. How to search
 2. Selections for Search
- G. Saving/Running Report
- H. View/Print Citations for selected report
1. Click on Citation (opens in new window)

2. Select Print
3. Select a desktop/office printer
4. Review print (margins)
 - a. More Settings in print menu
 - b. Select "Fit to printable area" if necessary

I. Running Saved Report 1:05:27

1. Report Selection
2. Select correct tab
3. Select "LIST" on correct named report
4. Citations populate per the search

XIV. Installing L-TRON handheld scanner 1:07:46

- A. Download Driver here: <https://www.l-tron.com/downloads-drivers-support/>
- B. File downloads as Compressed Zip
- C. Extract Folder (right click – Extract All)
- D. Select "silentsetup"
- E. Allow it to install
- F. Plug in Scanner
- G. Open Windows Device Manager
- H. Determine COM Port
 1. Verify COM (may need to unplug and plug back in to find)
 2. Right Click then select properties
 3. Verify the COM number
- I. Open Report Beam application
 1. Open Managers
 2. Open Hardware
 3. Click on Data Capture
 4. Click "Enable Data Capture"
 5. Select "Generic Serial Device"

6. Click Settings
7. Verify COM Port
 - a. Change COM on Report Beam to Match Device Manager
 - b. Click OK
8. Close Hardware window

XV. Using the handheld scanner 1:12:17

- A. Obtain practice documents
 1. License
 2. Registration
- B. Identify PDF214 barcode
- C. Open New Report/Citation
- D. In Last Name Box – select F11
- F. Select “Swipe”
- G. Activate Scanner over barcode
 1. Wrong barcode – Unsupported format
 2. Some Out of State – Unsupported format
- H. Insert Data clip
 1. Verify information
 2. Enter additional information as needed
- I. Use F11 for Registrations – follow above F-H

XVI. Issue Time using Scanner 1:18:04

- A. Completing a citation with scanner
- B. Entering all info
- C. Print and correct any issues
- D. Time taken 1 min 38 sec to start print
- E. Time taken start to finish print 1 min 58 sec

XVII. Issues and Closing 1:21:12

A. Summary Windows 10 install

B. Summary Windows 7 install

C. Frequent Use vs. Non-Frequent Use

D. Internet with no cell signal problem

E. Best Practices – update, disconnect, reconnect under good internet to send

Agency Name:

Your Username:

Your Password:

** Change your password after logging in if you want. The change password is in the bottom left after you log in.

****This section is only for laptops****

Laptop Software Key:

Laptop Software Download Link:

- *Please update ReportBeam clients that are earlier than 4.11.0.1. The updated installer is available at:*http://www.reportbeam.com/downloads/reportbeam/ReportBeam_Setup.exe

You may be prompted to install .Net Framework v2.0. This Microsoft product is available at:<https://www.microsoft.com/en-us/download/details.aspx?id=6523>

Also, the installation requires Administrator access. If he does not have that access, please refer to your IT department/Regional Coordinator or to the group responsible for installing software.

****End Laptop section****

Law Enforcement Web ReportBeam Administration

1. Install Google Chrome browser (Free Download from:
https://www.google.com/chrome/?brand=CHBD&gclid=EAlaIQobChMlv-fY2uy13AIVFKyWCh2nIAtLEAAYASAAEgJoKfD_BwE&gclsrc=aw.ds&dclid=CKv3i97stdwCFYHawAodR_kCvw
2. Click this link to log into the web version to maintain/setup users:
<https://www.reportbeam.com/WebPortal4/modules/General/UserLogin.aspx>
3. Input your agency identification, username and password to login (Screenshot Below)

Agency Name:

Username:

Password:

Remember me:

4. Needed Info

- Agency Name:
- Username:
- Password:



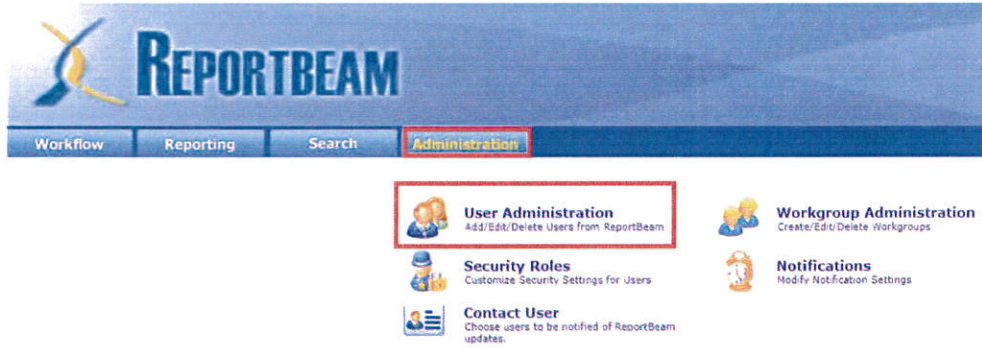
Agency Name:

Username:

Password:

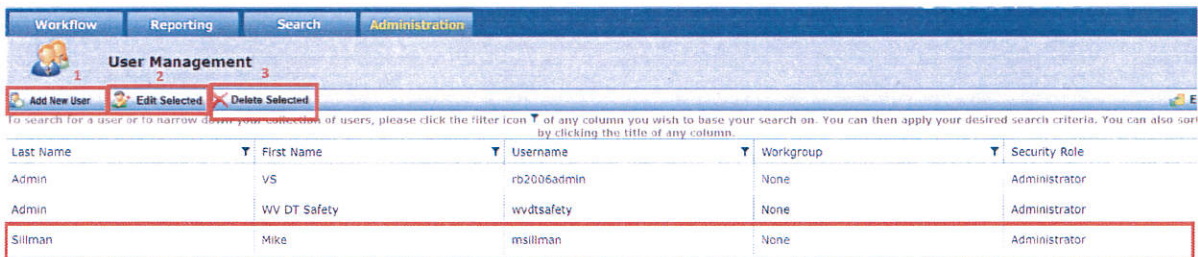
Remember me:

5. After a successful logon go to Administration and then User Administration



6. After Clicking on User Administration, you will see the below screen. This screen is where you maintain, create, manage users for Grant Town PD. (See Screenshot below)

- No 1 will allow you to add a new user
- No 2 will allow you to edit a selected user (you must select the user with your mouse first)
- No 3 will allow you to delete a selected user (you must select the user with your mouse first)
- No 4 is a user row that you can select with your mouse to perform items 1, 2 or 3



Zebra ZQ520 Printer setup/installation:

Use the ZQ520 Paper Problems PDF only if you have paper problems in the future. You should not have any paper problems if you follow the below steps.

Do not plug the printer into the laptop until the below steps are complete.

Navigate to: <https://www.zebra.com/us/en/support-downloads/printer-software/printer-setup-utilities.html>

Scroll to the bottom of the page, You will see the “Zebra Setup Utilities for Windows” and a download link to the right of the text “Download 46 MB”. Download the Zebra software and save it to a location on the laptop.

- **Screenshot of the download site:**

Software

Zebra Setup Utilities for Windows

Version 1.1.9.1269 (released 28-Nov-2018) - this application includes the latest ZDesigner certified driver and is recommended for driver installation and printer configuration.

 Download 46 MB

After the download completes, navigate to the folder on the laptop where you saved the download, double click the download and install the software. When asked, install the software for “Everyone”.

After the software install is complete, plug the printer into the laptop USB port. You should receive a message about installing and then a message about installed.

Double Click the Zebra icon on the desktop and it should show One ZQ520 printer installed. You can close the Zebra software now.

Open ReportBeam Client Software on the laptop, login to the software.

Click “File” left top of Client Software, then Click “Print Properties”. The last tab on the window that opens has a button for “Verify Fonts”, Click that. If Fonts need to be installed, the “Download Fonts” will activate and allow you to click it.

Your printer setup should be complete now.

Installing the L-Tron 4910LR Handheld Scanner

If you need hardware drivers (Windows 7 GHSP issued laptops will):

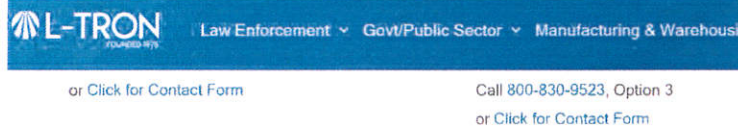
1. <https://www.l-tron.com/support/downloads/#B>
2. Click on "Honeywell Windows 7/8/10 WHQL Certified USB Serial Driver with Silent Install Support"
3. Open the folder after it downloads
4. Right Click on Setup, and select Run as Administrator
5. This should install the necessary driver.

For Report Beam application:

1. Connect Scanner to USB port
2. Make sure the device installed (it may install automatically); if not follow the link above for the drivers.
3. Open the "Control Panel" in Windows
4. Go to "System"
5. Then select "Device Manager"
6. Select the arrow to expand the "Ports (COM & LPT)" line
7. The scanner should be listed as a "USB Serial Device" and have a COM port number
8. Double click on the "USB Serial Device (COM#)"
9. On the Pop-up Box, select Port Settings
10. Remember these settings and COM#
11. Now open Report Beam and log in
12. Open the "Managers" tab at the top
13. Then select "Hardware"
14. In the pop-up window, click on "Data Capture"
15. Then click "Generic Serial Device" on the right part of the pop-up
16. After selecting Generic Serial Device, click the Settings button below it
17. This is where you may need to change the Port and other settings to match what was in the Device Manager
18. Click OK to accept the right settings
19. Close the Hardware box
20. TEST the scanner:
21. Open a new report / citation
22. To ensure you don't accidentally charge someone (or yourself), select WARNING
23. Click in the Last name box, once it turns green then hit F11 on the keyboard OR click on the F11 icon
24. The "Insert Dataclip" box will appear
25. Click "Swipe", and another box will appear waiting on you to scan
26. Scan the barcode (the one that looks jumbled). The scanner will beep when it reads.
27. If it is a good read, the Dataclip will pop up with the information on it.
28. Click "OK" at the bottom to accept it.
29. You should now be on the "Insert Dataclip" popup window again
30. Click Insert Dataclip
31. The data should now be shown on the main citation screen.
32. Repeat the steps again when clicking in the License Plate Number box, except scan the barcode on the registration.

LTron 4910 Install instructions

1. Unplug the scanner from the laptop if it is plugged in.
2. Go to <https://www.l-tron.com/downloads-drivers-support/> and scroll down to the Section



4910LR DL Reader Driver



For a quick link to download the 4910LR Driver, click the button below.

[Click for 4910LR Driver Download](#)

3. After the file has been downloaded, unzip it to a folder on the root of the C: drive (Example: C:\LTronScannerDriver). Close all open windows and make sure the scanner is **“unplugged”** from the laptop.
4. Open a CMD prompt with Admin Privs.
 - You can do this by typing CMD in the start menu search.
 - When it finds the CMD.exe, right click the icon and run as administrator.
5. If your CMD prompt is blinking at a C:\windows\system32> you are fine. If it is not like that, type **CD C:** and hit **Enter** on the keyboard.
6. With the command prompt window open, type in **CD C:\LTronScannerDriver\HSM-USB-Serial-Driver-version-3.5.11\“HSM USB Serial Driver version 3.5.11 OR Wherever you extracted the zip file”** and hit Enter on the keyboard. This should change your working directory to that location. Sometimes it is easier to navigate to the folder location through My Computer and copy the folder path from the top of the window.
Your window should look something like this before you hit enter.

```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.16299.904]
(c) 2017 Microsoft Corporation. All rights reserved.

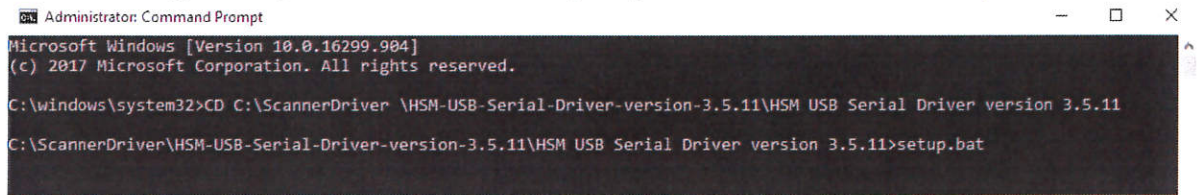
C:\windows\system32>CD C:\ScannerDriver \HSM-USB-Serial-Driver-version-3.5.11\HSM USB Serial Driver version 3.5.11
```

It will look like this after you hit enter and it CD's (Change Directory)

```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.16299.904]
(c) 2017 Microsoft Corporation. All rights reserved.

C:\windows\system32>CD C:\ScannerDriver \HSM-USB-Serial-Driver-version-3.5.11\HSM USB Serial Driver version 3.5.11
C:\ScannerDriver\HSM-USB-Serial-Driver-version-3.5.11\HSM USB Serial Driver version 3.5.11>
```

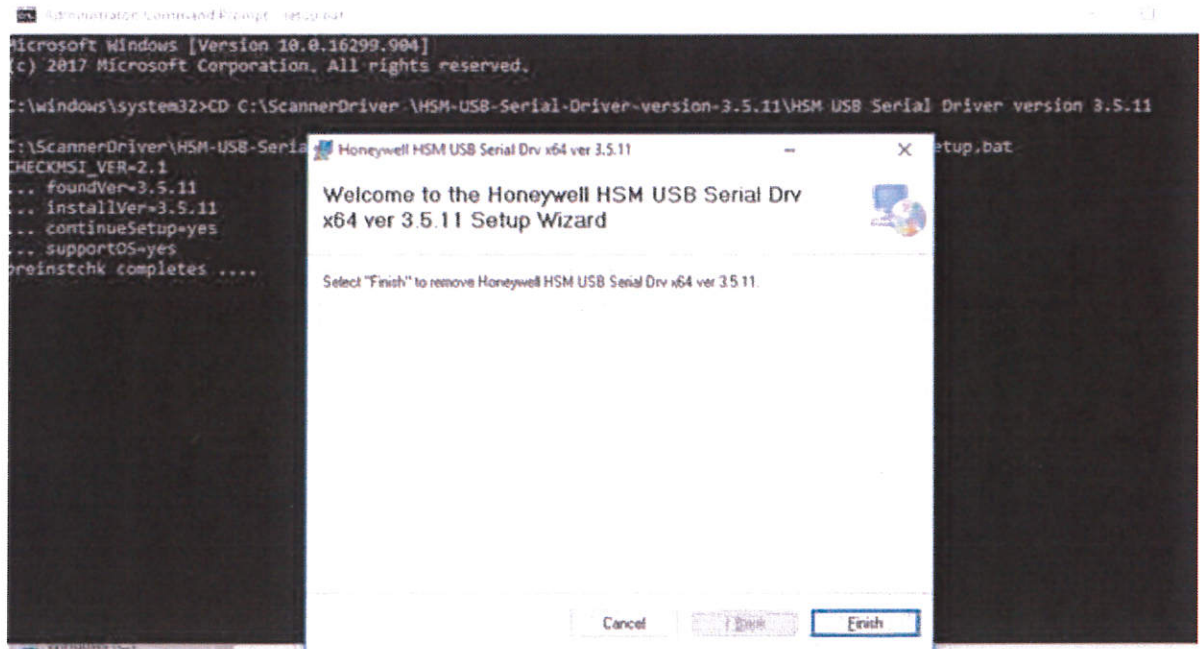
7. You will now type "setup.bat" into the command prompt and then hit enter on the keyboard.



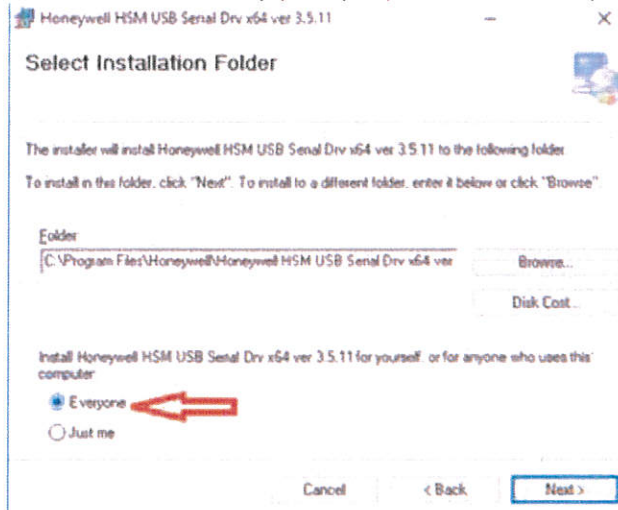
```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.16299.904]
(c) 2017 Microsoft Corporation. All rights reserved.

C:\windows\system32>CD C:\ScannerDriver \HSM-USB-Serial-Driver-version-3.5.11\HSM USB Serial Driver version 3.5.11
C:\ScannerDriver\HSM-USB-Serial-Driver-version-3.5.11\HSM USB Serial Driver version 3.5.11>setup.bat
```

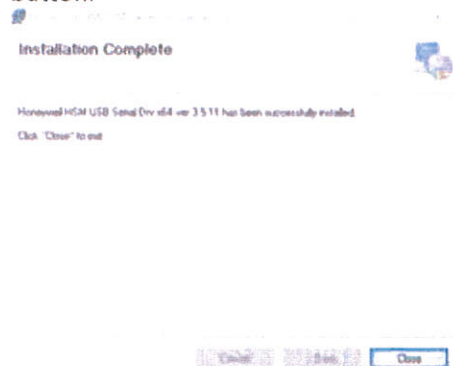
8. After you hit enter on the keyboard, a few hundred lines of install text will scroll through and the driver setup will launch.



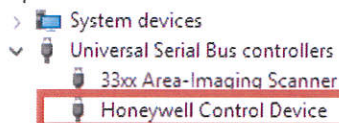
9. Follow the driver setup prompts (Choose For "Everyone" when prompted)



10. Click Next through the rest of the install. When the installer is complete, click the "Close" button.

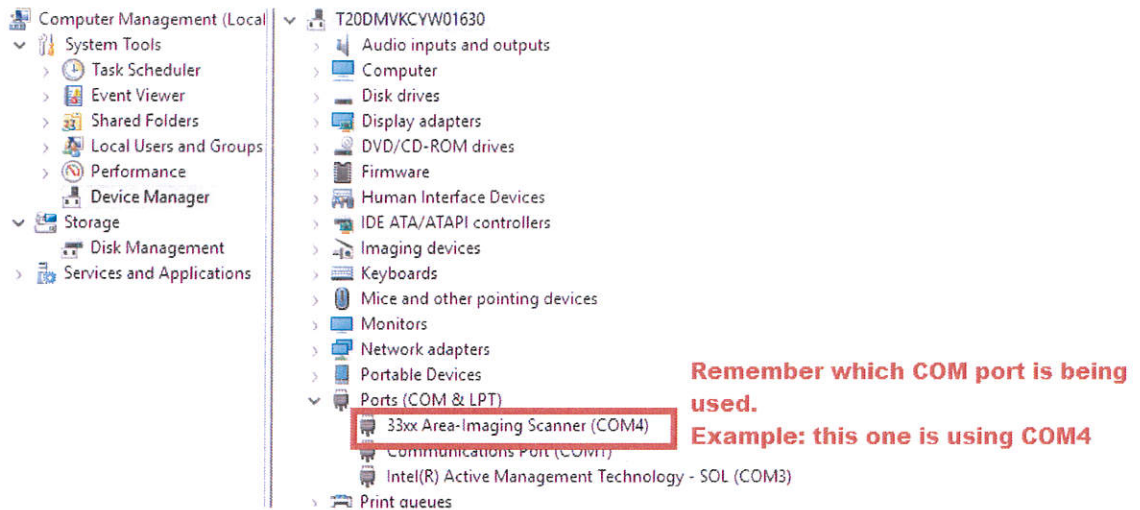


11. Close the command prompt by typing Exit and hit Enter.
12. Right Click My Computer and choose Manage.
13. After the Computer Management Console launches, click the Device Manager on the left.
14. Expand the Universal Serial Bus Controllers to make sure the Honeywell Control Device Exists.

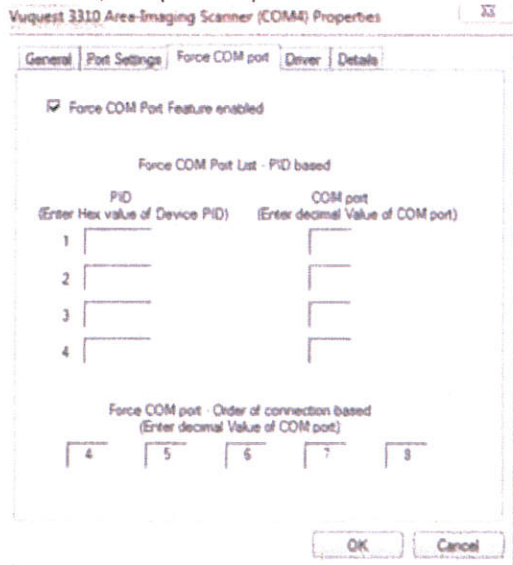


Honeywell Control Device Exists if the driver installed correctly.

15. **Plug the LTRon 4910 into a USB port.** It will take a few seconds, but it will find the driver and lock it to the device.
16. The computer management console will automatically refresh when the LTron is plugged in.
17. Expand "Ports (COM & LPT), You should have an item "33xx Area Imaging Scanner" Driver.



Right click the "33xx Area Imaging Scanner, Choose Properties. You should have a window like below that has a Force COM port option. If it is not like this under the "33xx Area Imaging Scanner, it is probably located under the Universal Serial Bus section.



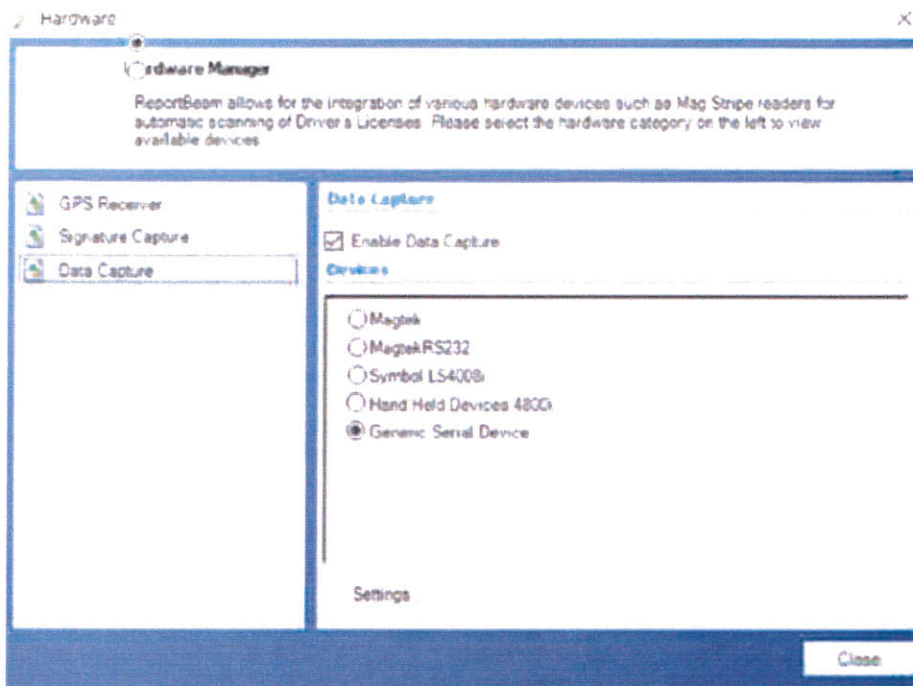
18. You want to make sure the check is in the Force COM Port Feature Enabled. Press OK and remember which COM port the device shows as being connected to.

Now you must configure ReportBeam to use the scanner. Close all open windows at this time.

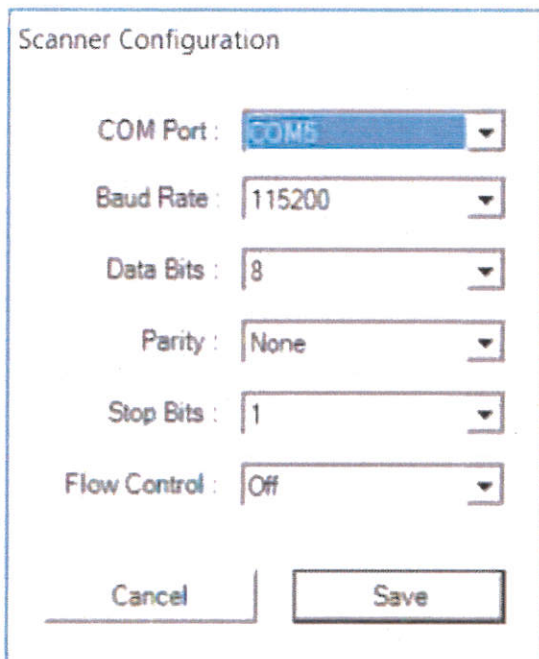
Configure ReportBeam to use the scanner

Open ReportBeam on the laptop and login with the Officer's username/password.

Click on Managers and then Hardware. You will get a screen like below.



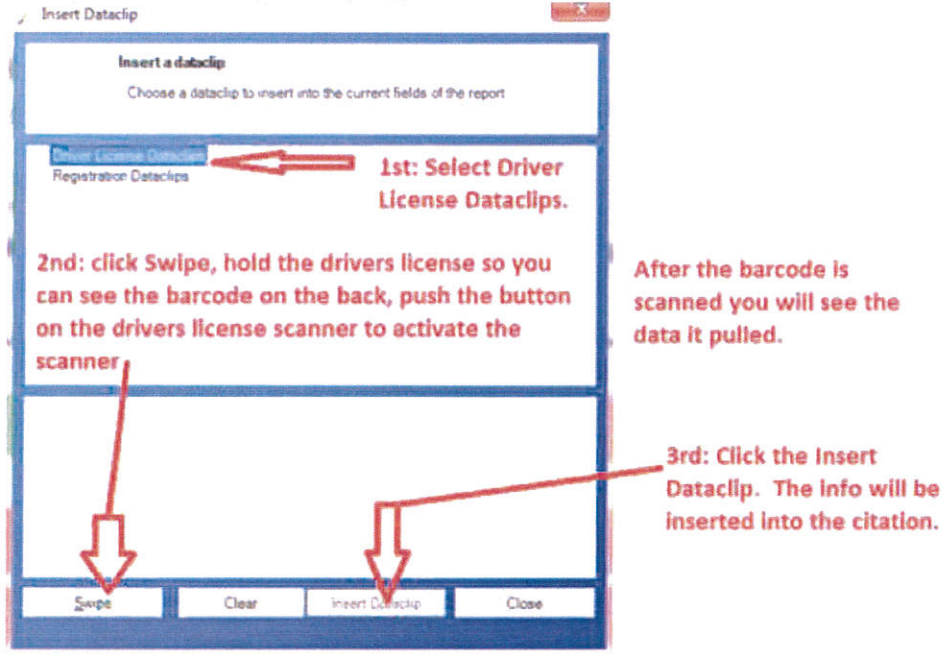
Click "Data Capture" on the left and then select "Generic Serial Device" on the right. You will then click the "Settings" button. It will open a new window like below.



Select the COM port number that was determined previously (COM 4 through 8).
Baud Rate: 115200
Data Bits: 8
Parity: None

Stop Bits: 1
Flow Control: Off
Click Save

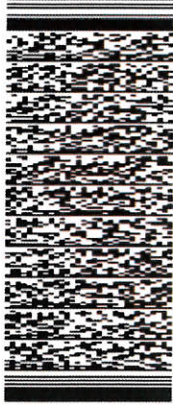
You can now Click the Close button in the Hardware Manager window. Exit ReportBeam, Launch ReportBeam and login with the officer username/password.
Create a new citation, When you get to the Drivers Last Name field, hit F11 on the keyboard



The scanners will put the middle initial in the wrong spot on the citation (Most of the time). This is a known error that ReportBeam is trying to fix.
Since most driver's license have two barcodes on the back, I have found that my thumb fits over the smaller barcode to keep it from getting read. If the smaller barcode gets read by the scanner, you will get an error. Make sure it is covered before scanning.



3. DOB: 03/28/1996



12. RESTRICTIONS

9a. ENDORSEMENTS

CLICK IT OR TICKET!
www.dmv.wv.gov

West Virginia Temporary Card/Receipt

Valid for 60 Days

If you intend to use your temporary card for identification purposes, we recommend that you also carry a secondary form of identification (passport, birth certificate, military ID, etc.)