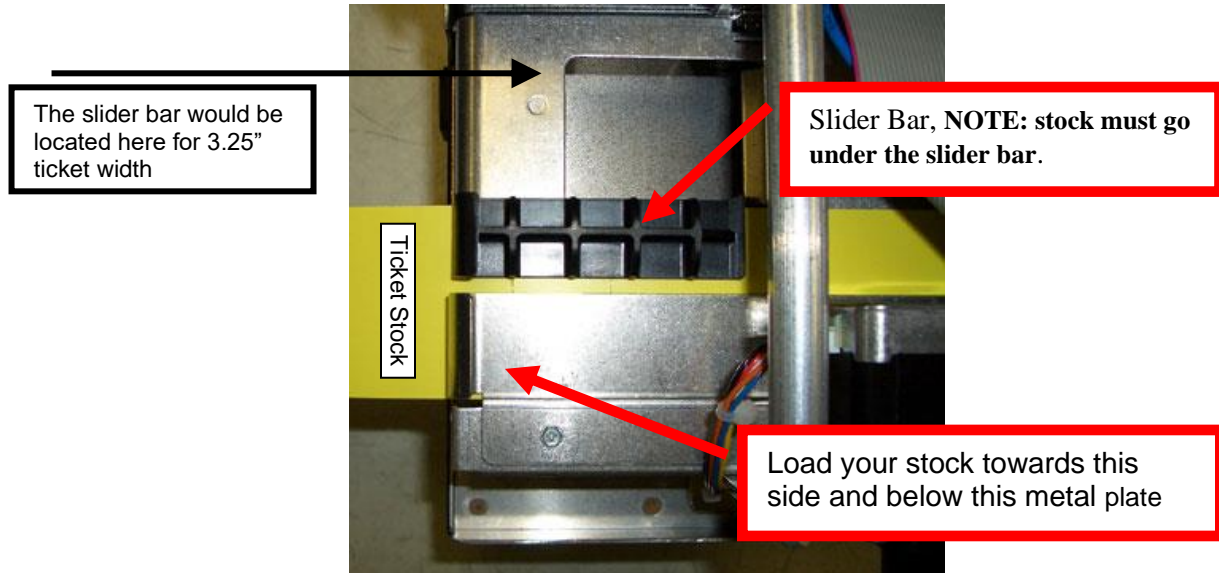




Ticket Width Adjustment

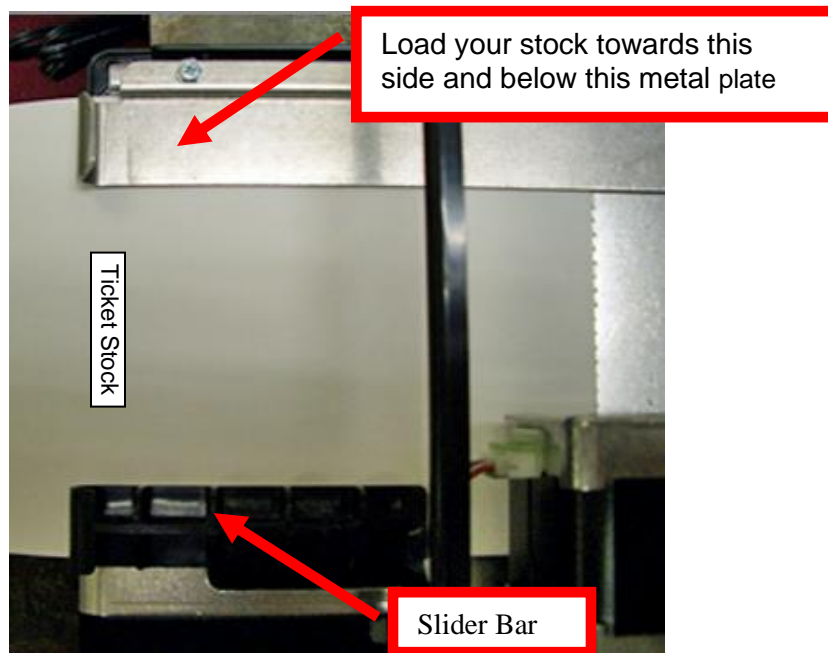
In October of 2019 BOCA started to phase in the Universal Paper Guide (UPG) in our printers. Started around printer serial number 441560 and higher. [Click Here](#) to go to UPG.

To adjust the paper path for use with a different ticket width, adjust the slider bar to the fully open position. Insert your ticket stock into the paper guide. Adjust the slider bar down to the proper ticket width, making sure the bar is not too tight against the ticket. The ticket should move freely in the paper guide.



Above photo is of a RDJW paper path set for 2" wide stock

On reverse adjustable printers (RADJW or RADJ4), the "special head" setting via the control panel must be changed to match the new ticket width (see SPECIAL HEAD in Appendix A of [user manual](#)). If the printer doesn't have the optional control panel, then the width adjustment can be made via a software command (see Appendix H of [user manual](#)).



Above photo is of ADJ paper path set for 4" wide stock

No special head setting change is necessary on standard adjustable printers (ADJ4, ADJW or ADJ2).



Above photo is of ADJ2 set for 2" wide stock Above photo is of ADJ2 set for 1" wristband stock

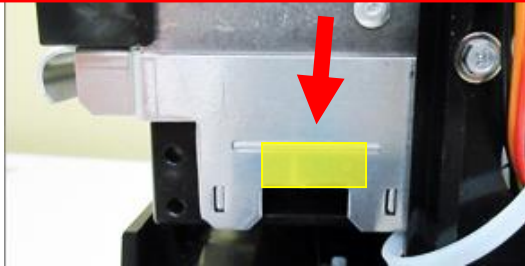
If adhesive stock is being used then please go to Appendix M of the [user manual](#).

Paper Path Width Adjustment (UPG)

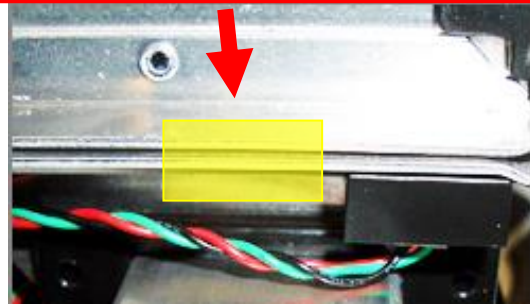
The below reviews how to adjust paper path of a Universal Paper Guide (UPG) printer for use with a different ticket width. Adjust the slider bar down to the proper ticket width, making sure the bar is not too tight against the ticket. The ticket should move freely in the paper guide path

METAL RAIL UPG

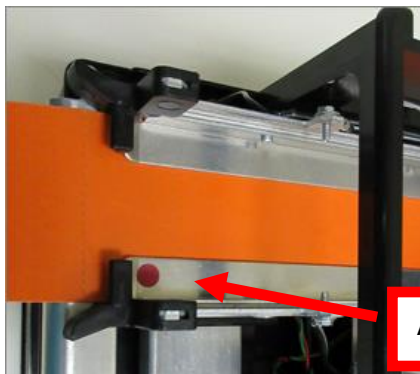
The adjustable rail may be closed by gently pushing on the black plastic block shown in the area below (highlighted in yellow). This may be done with a screw driver or pen.



The adjustable rail may be opened by gently pushing on the paper guide rail (highlighted in yellow) with your thumb.



- Open up the adjustable rail so it is a little wider than the width of the stock you intend to use.
- Insert your ticket stock into the paper guide.
- Adjust the rail down to the proper ticket width, making sure the rail is not too tight against the ticket. The ticket should move freely in the paper path.



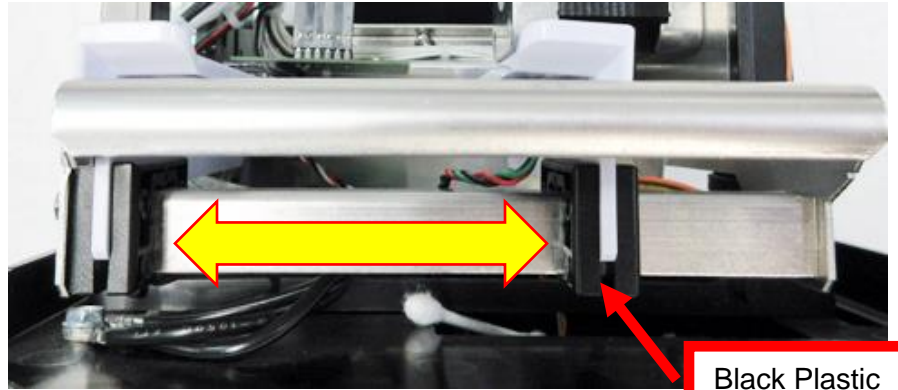
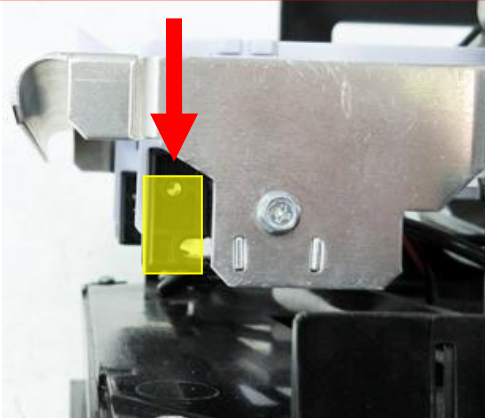
Adjustable Rail

Above shows the UPG adjusted for 2" wide media

Above shows the UPG adjusted for 3.25" wide media

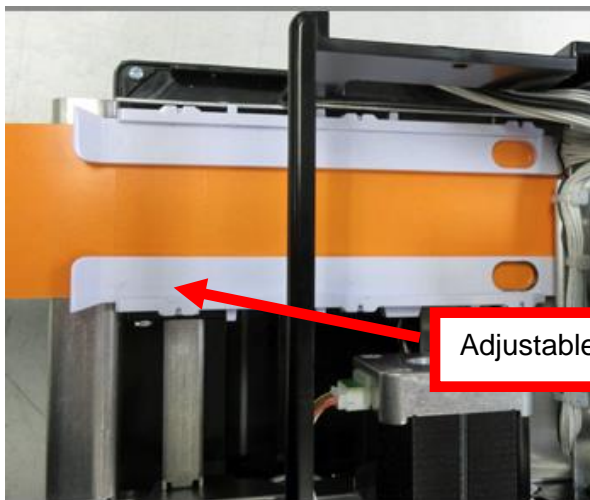
PLASTIC RAIL UPG

The adjustable rail may be closed by gently pushing on the black plastic block shown in the area below (highlighted in yellow).



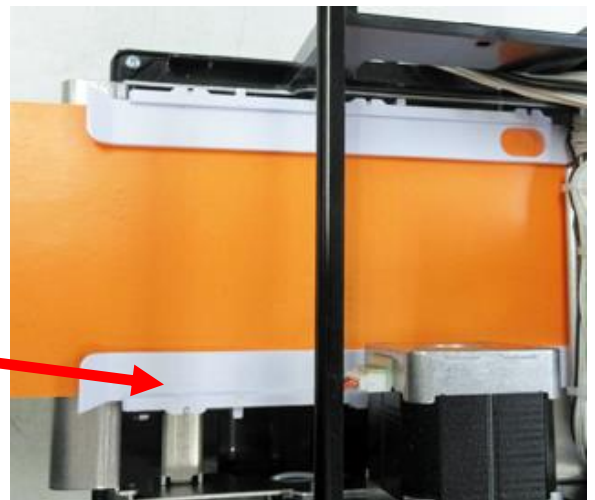
Black Plastic Block

- Open up the adjustable rail so it is a little wider than the width of the stock you intend to us.
- Insert your ticket stock into the paper guide.
- Adjust the rail down to the proper ticket width, making sure the rail is not too tight against the ticket. The ticket should move freely in the paper path.



Adjustable Rail

Above shows the UPG adjusted for 2" wide media



Above shows the UPG adjusted for 3.25" wide media

CAUTION:

If the slider bar is adjusted too tightly against the ticket stock, then it will cause the stock to buckle (see photos below). This will lead to feed or ticket jam issues. Ensure the adjustable rail is properly adjusted.

