



How to adjust your machine for a change in ticket size

This guide will show you how to adjust your machine from a long ticket to a short ticket. The same process can be followed if adjusting your column from a short ticket back to a long ticket. It is very easy to do and only needs a small adjustment with the back plate and a menu change. Both things need done in order for your tickets to dispense correctly.



How to adjust the back plate

1. Remove the front plate from the column.
2. Adjust the back plate by moving it forward . The tab on the bottom of the plate should be in the third hole. The top should fall into a groove that lines up with this.
3. This makes sure the new, shorter ticket sits correctly in the column.



If you have a long ticket, this is where the back plate should sit. The tab on the bottom of the plate should be in the sixth hole.



If you have a short ticket, this is where the back plate should sit. The tab on the bottom of the plate should be in the third hole.

How to change ticket size in the menu

1. Open your machine and enter your pin to get to the main menu.
2. Choose option A- Ticket Menu



3. Choose option A- Load Tickets





4. It will display Press Bin Button



5. Press the play button for the column you are switching ticket size in.



6. Press # to continue



7. It will ask if the ticket price changed. Press B- No



8. It will ask if the ticket size changed.

Press A- Yes



9. Press # to continue



10. Press A-Small 3W if loading a short ticket

11. It will confirm your options on the screen. Press # to continue. It will then take you back to the main menu. You have successfully adjusted your machine for a short ticket.

***If you are switching from short tickets back to long tickets, you would Press B-Long 5W.**



Please call our Service Department at

1-855-772-4646 option 2

If you need additional assistance

Remember that your columns will need adjusted back if you return to a long ticket in that column. Not adjusting a column back will cause the columns to jam.