

## Ticket size setup in Boca FGL driver

To print tickets properly through the FGL printer driver you need to make sure that your paper size (ticket size) is set correctly.

The default available sizes are:

Name	Ticket Size (Width x Length)	
4x6 stock	4" x 6"	(101,6mm x 152,4mm)
Cinema Ticket	3.25" x 2"	(82,5mm x 50,8mm)
Concert Ticket	2" x 5.5"	(50,8mm x 139,7mm)
Credit Card	2.125" x 3.375"	(53,9mm x 85,7mm)
Receipt	3.25" x 8"	(82,5mm x 203,2mm)
Ski	3.25" x 6"	(82,5mm x 152,4mm)

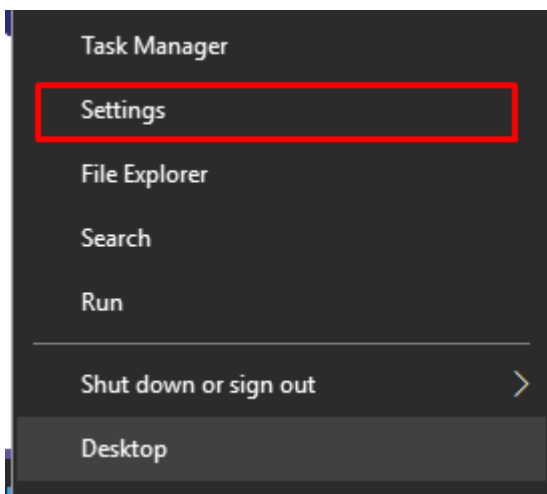
- 1" = 25,4mm
- Concert Ticket is set as default
- Depending on your printer model and print orientation additional setting may be required (See **Printer Models (adjustable vs. fixed and reverse adjustable)** section below)
- If your ticket size is not available, you could create a new form at the server properties (see **Creating a new paper size** section below)

### Paper size setup

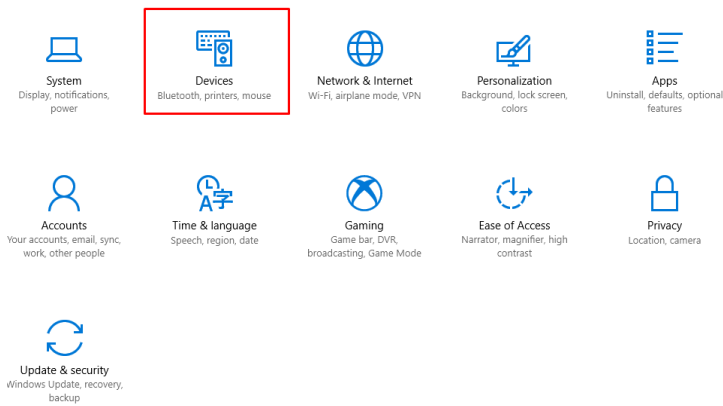
In Windows the paper size is set in three different locations, please follow the steps below to change the paper size:



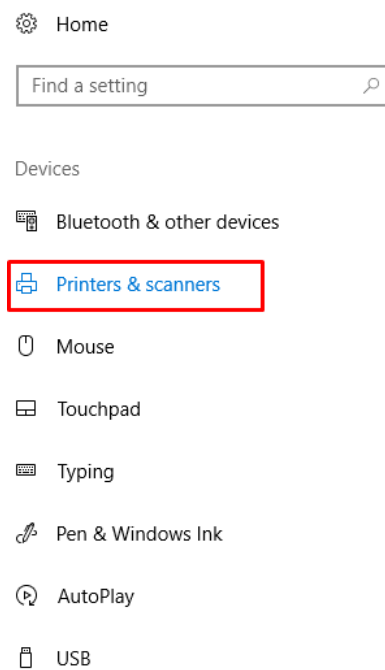
Right mouse click on the Start button



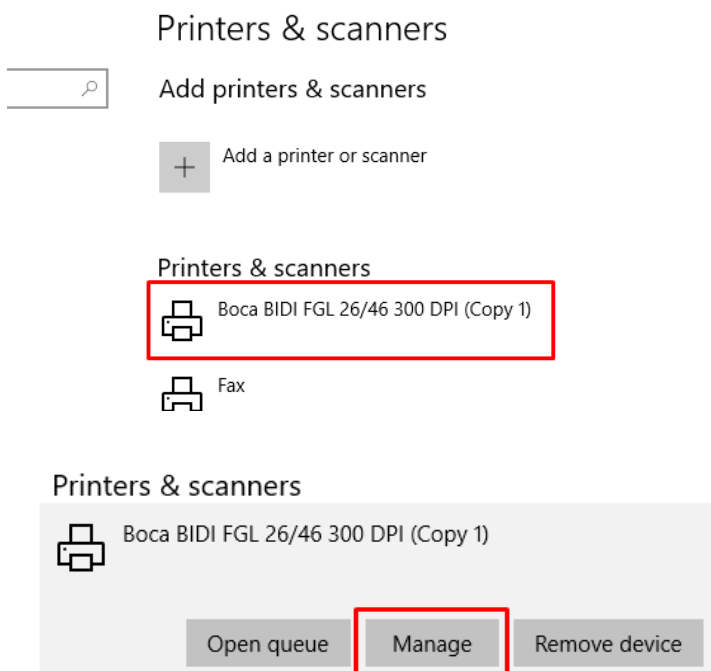
Click on "Settings"



Click on "Devices"



Click on "Printers & Scanners"



Click on the Boca FGL printer driver

Click on "Manage"

⚙️ Boca BIDI FGL 26/46 300 DPI (Copy 1)

Click on "Printer properties"

### Manage your device

Printer status: Offline

Open print queue

Set as default

Print a test page

Run the troubleshooter

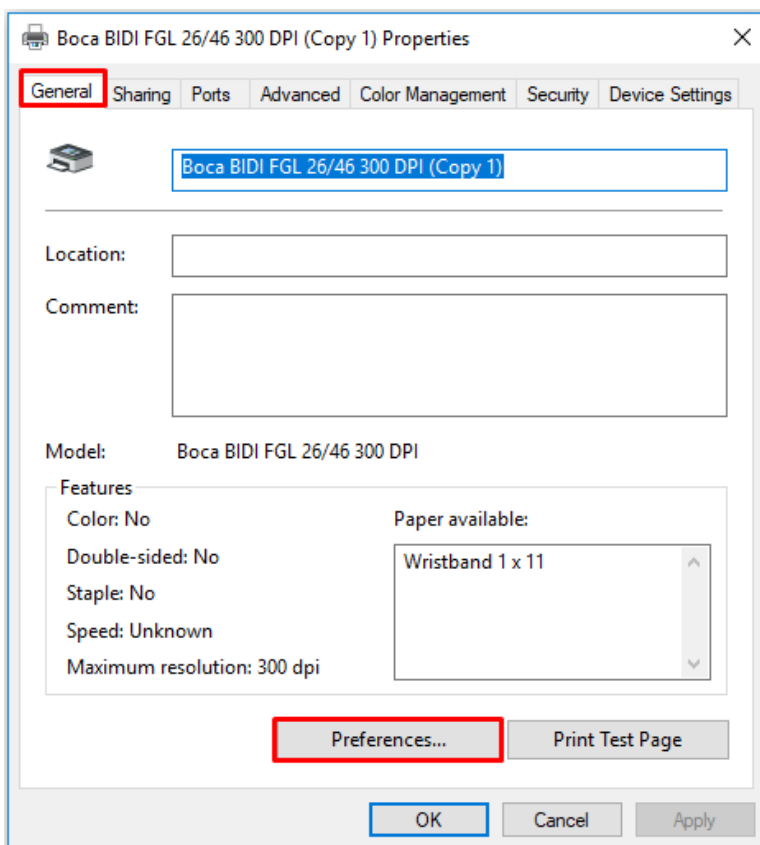
Printer properties

Printing preferences

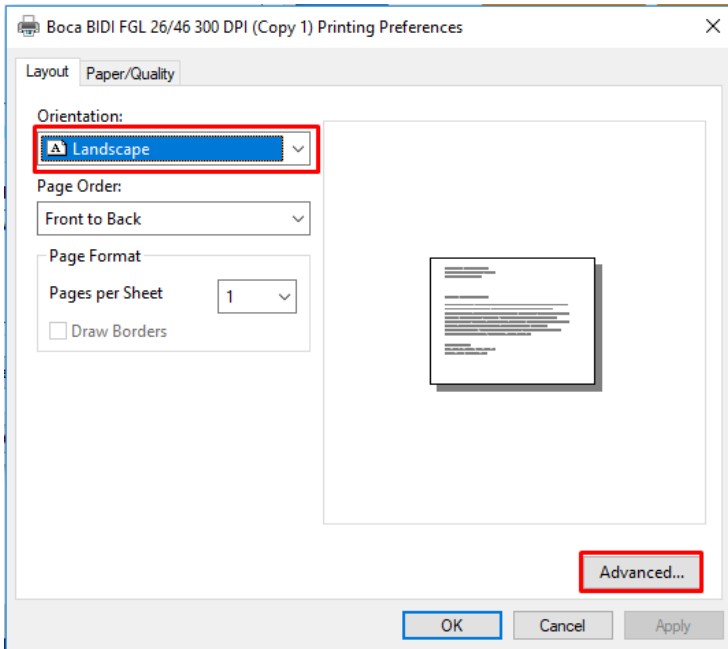
Hardware properties

### Have a question?

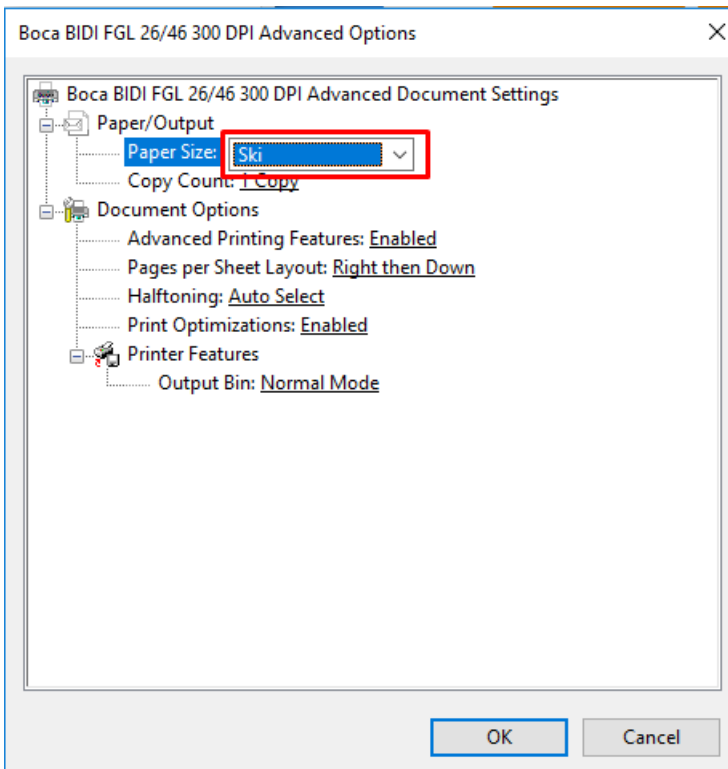
Get help



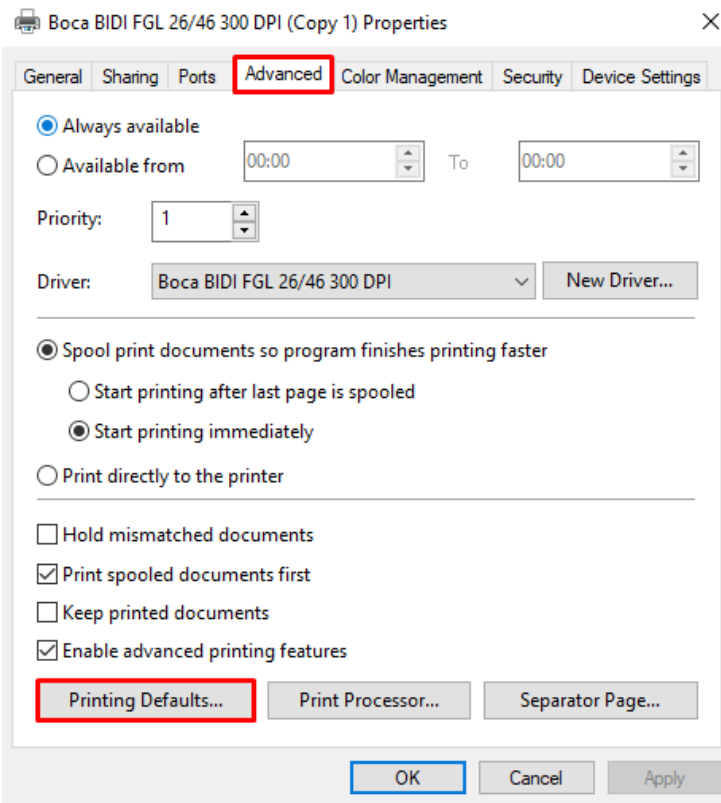
On the "General" tab click on "Printing preferences..."



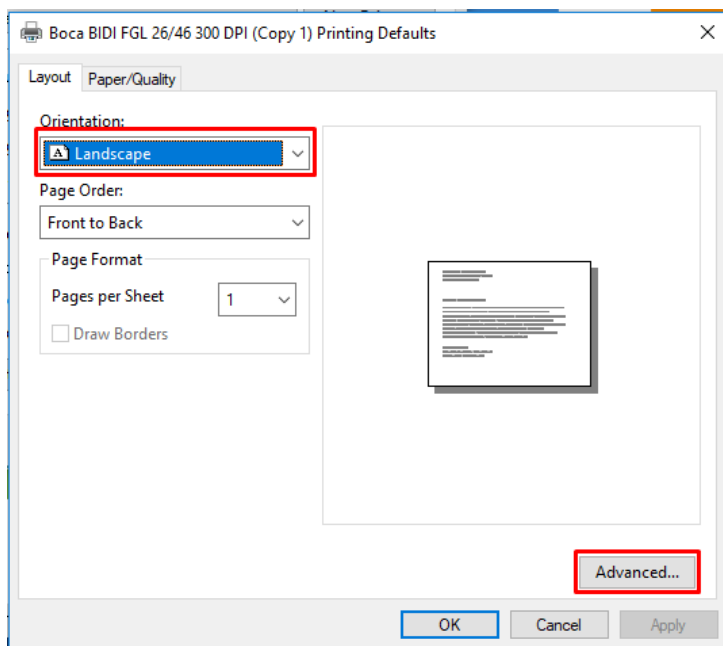
Select your preferred orientation on the "Layout" tab.  
Next Click on "Advanced..."



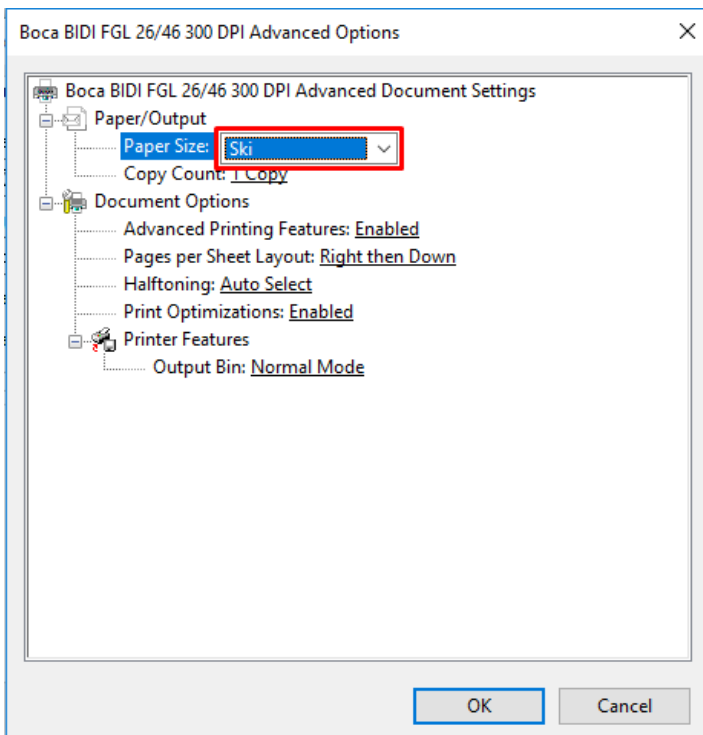
Select your ticket size at "Paper Size"  
Confirm with OK  
Confirm again with Apply and OK



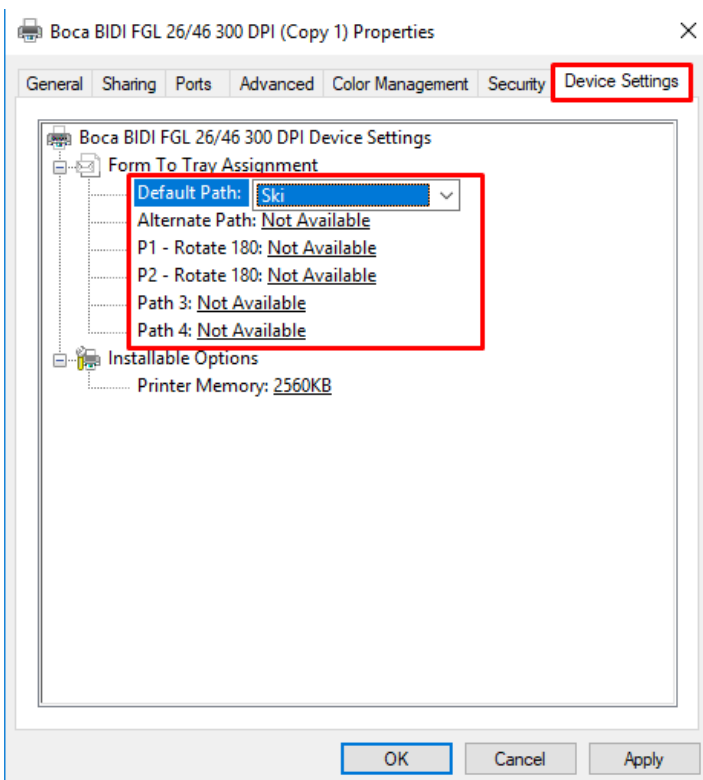
On the “Advanced” tab of the printer properties window click on “Printing Defaults...”



Select your preferred orientation on the “Layout” tab.  
Next Click on “Advanced...”



Select your ticket size at "Paper Size"  
Confirm with OK  
Confirm again with Apply and OK



On the "Device Settings" tab select your ticket size at "Default Path"

Set "Alternate Path", "P1 – Rotate 180", "P2 – Rotate 180", "Path3" and "Path4 " to "Not Available".

*(The "Alternate Path", "P2 – Rotate", "Path3", "Path4 " are only used for printers with a Multiple print Paths.*

*If, for example, you are using a Dual Path printer please set "Alternate Path" to the ticket size used on Path2.)*

*"P1 – rotate 180" would allow you to rotate the print out 180 degrees on your ticket.*


*When this is required set the correct ticket size at "P1 – rotate 180" and select "P1 – rotate 180" at the paper size at "Printing Defaults" and "Printing Preferences".*

Confirm again with Apply and OK

You have now completed the paper size setup in your printer driver.

**Printer Models (adjustable vs. fixed and reverse adjustable)**

Due to a variety of legacy issues and driver limitations, an adjustable FGL printer operating in portrait mode requires an <rte> command in order to properly format the ticket. This command only needs to be sent once as it is permanently stored in the printer's memory. (You can send the printer and <rtd> command to reverse an erroneously sent <rte> command.) Please note the manner in which the printer formats the ticket in the various scenarios shown below.

(Portrait Mode) Fixed and reverse adjustable (FGL)	(Portrait Mode) Adjustable (FGL) All (PCL)	Landscape Mode All (FGL and PCL)
Line 1 Line 2 Line 3	Line 3 Line 2 Line 1	Line 1 Line 2 Line 3
 Direction of travel of travel through printer		

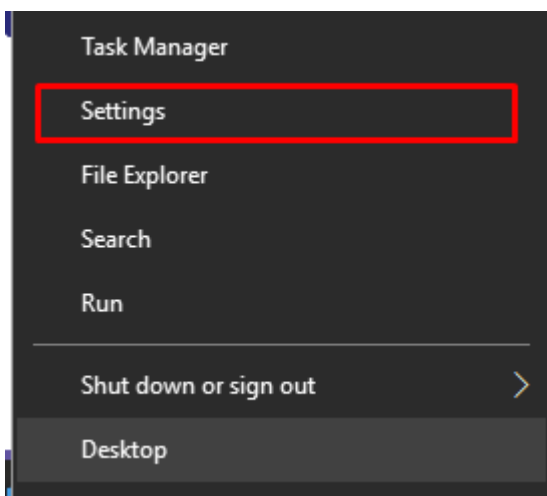
## Creating a new paper size

If your desired ticket size (paper size) is unavailable, you will need to add your own paper size via the print server properties.

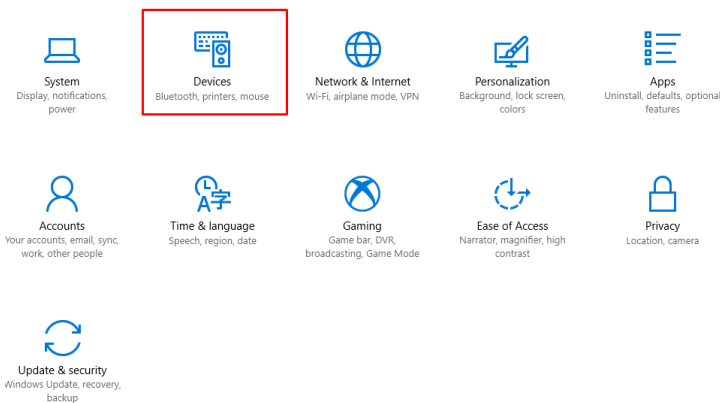
Please follow the steps below to add a new paper size:



Right mouse click on the Start button



Click on "Settings"



Click on "Devices"



Home

Find a setting

Devices

Bluetooth & other devices

**Printers & scanners**

Mouse

Touchpad

Typing

Pen & Windows Ink

AutoPlay

USB

Click on "Printers & Scanners"

## Printers & scanners

When you set up Windows, it sets your default printer to be the one you used most recently at your current location.

Download over metered connections

To help prevent extra charges, keep this off so device software (drivers, info, and apps) for new devices won't download while you're on metered Internet connections.

### Find and manage devices

If you've installed a new printer or scanner, but can't get it to work, try searching the Internet for device drivers.

[Get help with your printer](#)

### Related settings

**[Print server properties](#)**

Have a question?

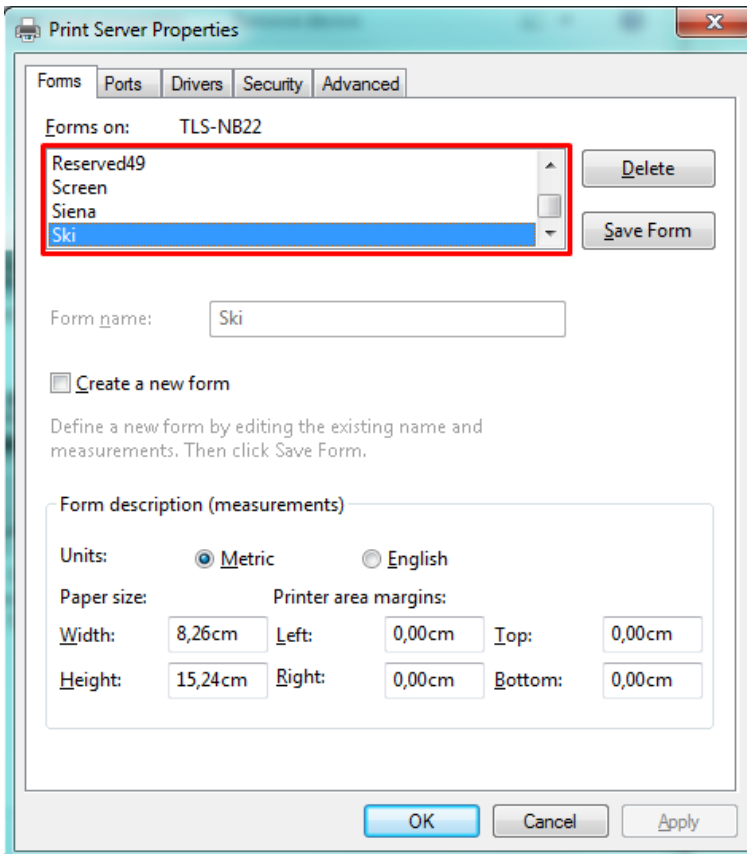
[Get help](#)

Make Windows better

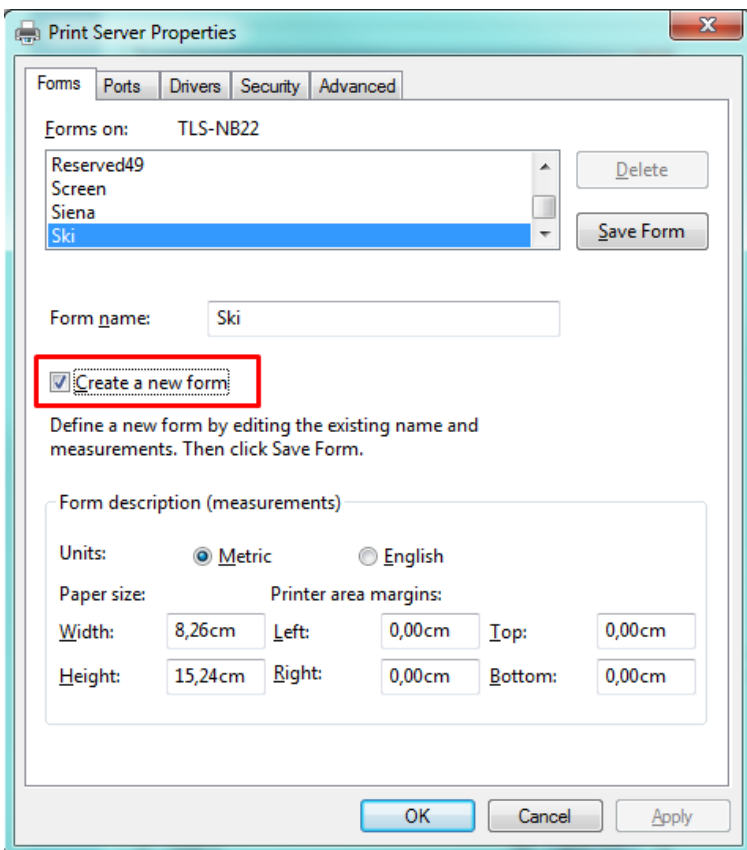
[Give us feedback](#)

Scroll all the way down to the end of the list and click on "Print server properties"

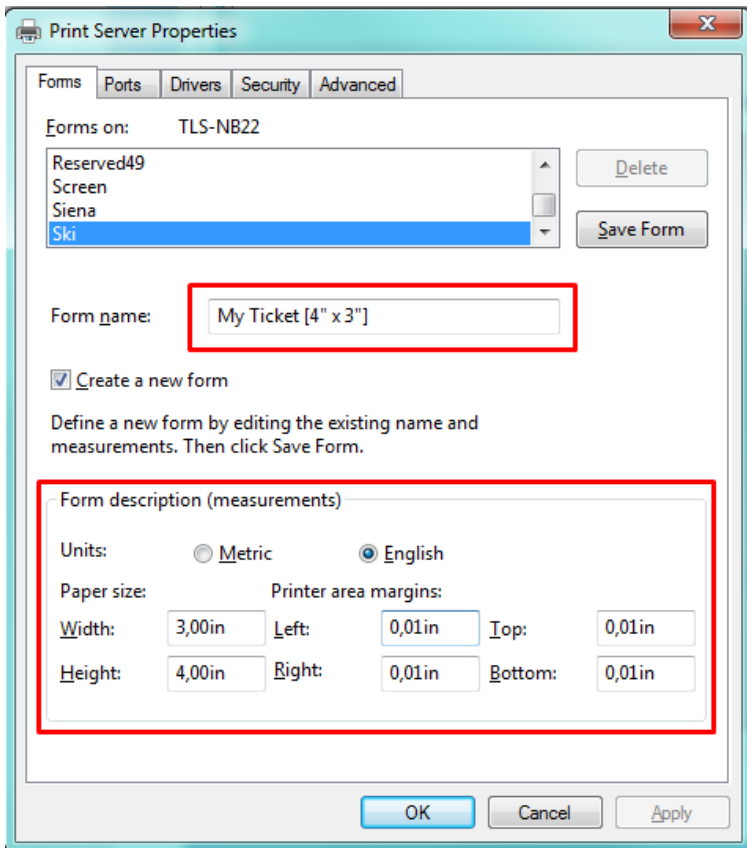




On the Forms tab select a BOCA ticket size, for example Ski



Check the "Create a new form" box

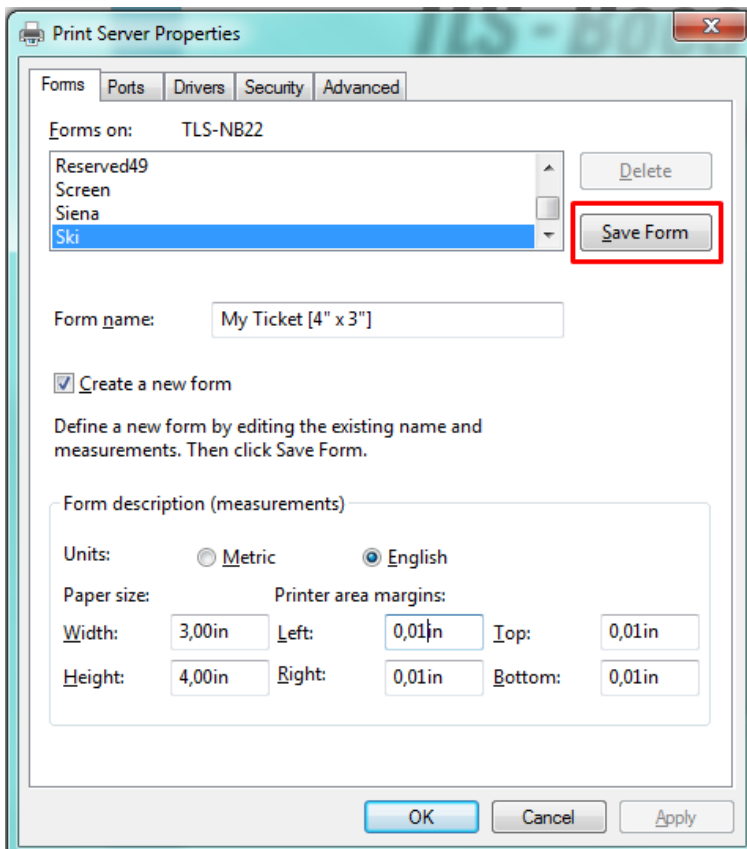


Enter at "Form name" a name for your ticket. This name will show up in the page size list in the printer driver.

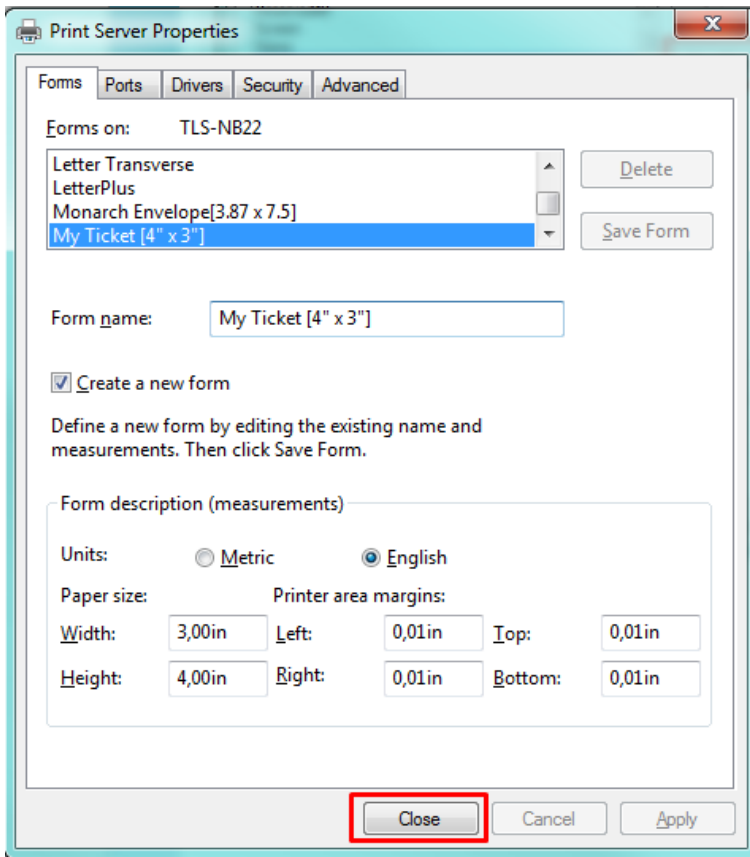
Enter the width of your ticket at "Width" and the length of your ticket at "Height"

Set Margins - start with the following minimum margins and increase where necessary

- left = 0.01"
- top = 0.01"
- right = 0.01"
- bottom = 0.01"



Click on "Save Form"



Click on "Close"

Your new paper size should now be listed in the Printer properties of the Boca driver at paper size.