

www.jcmglobal.com

For updates on JCM Global products, services, and events, follow JCM Global on FaceBook®, Google®, LinkedIn®, Twitter™ and YouTube™



facebook.com/JCMglobal

twitter.com/jcmglobal

Gplus.to/JCMglobal

youtube.com/jcmglobal

linkedin.com/company/jcm-global

Parts are Parts



Figure 1 BlueWave™ DX Download Tool

Part No. 214780

Description: BlueWave™ DX Download Tool

Usage: The BlueWave DX unit is a convenient hand-held Download Tool that also communicates with a connected JCM® Validator/Banknote Acceptor to retrieve Acceptance Rate data, monitor Error Status, and identify currently installed Firmware. Up to 20 Firmware versions can be loaded on the BlueWave DX. Use the arrow keys to scroll through the list and select the desired Firmware version. When connected to a JCM Validator, only applicable Firmware versions will be displayed.

Note: The DX Unit is compatible with any JCM Validator/Banknote Acceptor with a USB Port for updating Firmware (e.g., iVIZION, iPRO, iPRO-RC, UBA, TBV, Vega, EBA-40, DBV-500, DBV-400).

Latest JCM Software Listing

UNIT	Country	ID	Version	Check Sum	CRC
UBA-10/11-SS	USA	ID-003	V-2.78-51	D6F5	0653
UBA-10/11-SS	USA	ID-024	V-2.78-24	9478	0C33
UBA-14/24-SS/SU	USA	ID-003	V-2.78-39	C51D	9914
UBA-14/24-SS/SU	USA	ID-0G8	V-2.78-73	6E61	AE34
UBA-14/24-SS/SU	USA	ID-024	V-2.78-36	5CC9	9374
UBA-14/24-SS/SU	USA	ID-028	V-2.78-25	91A6	8F70
iPRO-101	USA	ID-003	V-2.30-25	3112	6B08
iPRO-101	USA	ID-024	V-2.00-10	7CC4	0462
iPRO-101	USA	ID-028	V-1.77-04		2717
iPRO-101	USA	ID-0G8	V-2.20-07	F257	8343
iPRO-101	USA	ID-008	V-1.82-02	0584	48E8
iVIZION-100 SS/SU	USA	ID-003	V-2.53-38	DB41	44F9
iVIZION-100 SS/SU	USA	ID-008	V-2.40-18	AE5A	4FDA
iVIZION-100 SS/SU	USA	ID-024	V-2.53-15	F6E4	21DD
iVIZION-100 SS/SU	USA	ID-028	V-2.53-30	6F1A	1FD5
iVIZION-100 SS/SU	USA	ID-0G8	V-2.53-29	2EBE	A0BB
UBA-10/11-SS	CAN	ID-003	V-2.77-51	0554	790E
UBA-10/11-SS	CAN	ID-024	V-2.77-24	91CE	63CC
UBA-14/24-SS/SU	CAN	ID-003	V-2.77-39	FA7B	71CA
UBA-14/24-SS/SU	CAN	ID-024	V-2.77-36	E04E	467F
UBA-14/24-SS/SU	CAN	ID-028	V-2.77-25	EFD5	63CC
UBA-14/24-SS/SU	CAN	ID-0G8	V-2.77-73	E4CC	87B4
iPRO-100	CAN	ID-003	V2.31-26	F3F1	54EC
iPRO-100	CAN	ID-008	V1.82-02	8572	0CA6
iPRO-100	CAN	ID-024	V-2.31-12	7D39	1C91
iPRO-100	CAN	ID-028	V-2.31-06	D789	0653
iVIZION-100 SS/SU	CAN	ID-003	V-2.23-37	3742	FFB2
iVIZION-100 SS/SU	CAN	ID-024	V-2.23-15	C0BA	713F
iVIZION-100 SS/SU	CAN	ID-028	V-2.23-29	961E	09D4
iVIZION-100 SS/SU	CAN	ID-0G8	V-2.51-29	06B5	7DD8

The Latest JCM Software Listing (shown above) identifies specific software versions that have been released to OEMs. It is the responsibility of the OEM to obtain all required approvals from Gaming Regulators and Jurisdictional Authorities necessary for use of approved software versions. Contact the Game Manufacturer (OEM) for information on specific software releases approved for use within your gaming jurisdiction.

JCM recommends using the latest version for maximum acceptance, security, and performance.

JCM Service Offerings

JCM® offers the following services to help keep your JCM Products performing within factory specifications:

Warranty and Non-Warranty Service and Repair

Preventive Maintenance Programs

Custom Training Classes

ICB Data Analysis

Unit Exchange Programs

Validator Performance Analysis

Transitioning FutureLogic® Exchange to JCM Global® Website

JCM Global will be transitioning all documentation, applications and videos specific to FutureLogic printers from the FutureLogic Exchange website to <http://jcmglobal.com>. GEN Printer applications, documentation, and other available resources are located under Support/Downloads. For example:

- Operation and Technical Manuals are located in the Product Manuals section.
- Application Software is located under Software Tools.
- Firmware Downloading videos are located under Training Videos.
- Firmware Requests can be submitted in the Firmware Request section.

Watch for upcoming announcements of the new JCM Exchange site in the near future!





FREE REGIONAL TRAINING

Give your technicians the tools they need to keep your customers happy and your equipment running at peak efficiency.

For details on upcoming JCM Global Regional Training Events, go to: <http://www.jcmglobal.com>


Technical Bulletin 201512 December 2015



As we enter the Holiday Season, we reflect on the events of the past year, and we greatly appreciate our customers who helped JCM achieve such wonderful success in 2015!

Thank You for continuing to choose JCM as your Transaction and Printing Solution provider, and we look forward to working closely with you in the years to come.

All of us at JCM Global® wish you a Happy Holiday Season, and a New Year filled with Peace and Prosperity!

JCM TECHNICAL SUPPORT CONTACTS		
	Headquarters (Japan)	
	Sales and Service	+81-3-5962-3731 hq-jp@jcmglobal.com
	Europe, Middle East, Africa, Russia	
	Sales	+49-211-530645-50 hq-eu@jcmglobal.com
	Service	+49-211-530645-60
	Australia, Oceania	
	Sales and Service	+612 96 48 0811 australia@jcmglobal.com
	Southeast Asia	
	Sales and Service	+853 28 72 2684 asiasupport@jcmglobal.com
	North/South America/Canada/Caribbean	
Toll Free Product Support	(800) 683-7248 or (702) 651-0000 techsupport@jcmglobal.com	
After Hours Americas Support		
<small>JCM American prides itself in offering the best Customer Service in the industry. We offer a 24 hour After Hours Hotline, where Technical Support Personnel can be reached at any time, 7 days a week. To reach our 24/7 After Hours Hotline: 1.) Call JCM American at (800) 683-7248. 2.) Select "Option 1" and wait for the call to be transferred to the JCM after hours Technical Support line. 3.) Speak with a certified JCM Support Technician about your situation.</small>		

JCM is a registered trademark of JCM American Corporation. All other product names mentioned herein may be registered trademarks or trademarks of their respective companies. Furthermore, TM and © are not mentioned in each case in this publication.