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## Parts are Parts

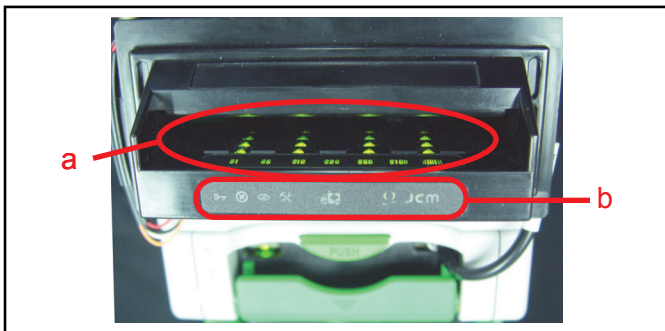


Figure 1 iVIZION® SENTRY® 1 Bezel Assembly

**Part No.** 550-100794R

**Description:** iVIZION® SENTRY® 1 Bezel Assembly

**Usage:** JCM's SENTRY 1 Bezel for the iVIZION Banknote Acceptor Unit indicates which Banknote Denominations are accepted, identifies the last Banknote or Ticket inserted, and indicates the Insertion Slot and Ready status with Green Runway lights (Figure 1 a). Front panel visual indicators (Figure 1 b, left to right) reveal the iVIZION Unit's current status without opening the EGM, and include:

- Key icon (Cashbox Service)
- ⊗ icon (iVIZION Unit issue)
- Eye icon (Acceptance Rate)
- Hammer/Wrench icon (Banknote Jam)
- Ambulance icon (Out of Service)

## 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-2.56-20	3B11	1534
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-2.78-51	4911	C70D
UBA-10/11-SS	CAN	ID-024	V-2.78-24	1A12	C1CB
UBA-14/24-SS/SU	CAN	ID-003	V-2.78-39	3DB8	5CBD
UBA-14/24-SS/SU	CAN	ID-024	V-2.78-36	C7BE	2FD3
UBA-14/24-SS/SU	CAN	ID-028	V-2.78-25	51B9	1EA0
UBA-14/24-SS/SU	CAN	ID-0G8	V-2.78-73	627C	B8C5
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

## The JCM Global® Exchange Website Is Now Live!

The new JCM Global Exchange website at [exchange.jcmglobal.com](http://exchange.jcmglobal.com) provides JCM Customers with a secure digital download site for faster access to approved Bill Validator and Printer Software. The JCM Global Exchange site provides 24/7 logon and access to firmware files linked to your product, decreasing EGM downtime and saving customers time and money by eliminating delays in access to approved software and firmware updates. In addition, JCM Customers enjoy email notification of new updates as they become available, with site access for up to five (5) registered Authorized Users per property. To register, login and set up your account, please visit the JCM Global Exchange website at [exchange.jcmglobal.com](http://exchange.jcmglobal.com)!





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Technical Bulletin 201604 April 2016

## Technical Tips

**Question:** Which services are available from the JCM® Service and Repair Center?

**Answer:** The JCM Service and Repair Center (**Figure 2**) provides a range of services, including Repair and Return, Exchange and Return Unit Tracking. Service Repair provides repair, cleaning, calibration, testing and return of the Unit in 5 to 7 days. Units sent to the Service and Repair Center may be covered subject to the terms of the product warranty, or without product warranty protection. Standard labor charges apply to Units returned for service outside of product warranty protection.

JCM also offers an Exchange Service, which provides product exchange of a non-functional Unit with a completely refurbished Unit at a flat rate. Primary Units supported include:

- UBA® Series Universal Bill Acceptor
- iVIZION® Banknote Acceptor
- iPRO™ Series Banknote Acceptor
- GEN2U™ Printer
- GEN3™ Printer

For more information about JCM Service and Repair, visit Repairs and Exchanges at [www.jcmglobal.com](http://www.jcmglobal.com) or contact JCM Service Repair at (800) 683-7248.

For additional information on JCM Products, visit the JCM Global website at [www.jcmglobal.com](http://www.jcmglobal.com), or contact your local JCM Sales Representative at (800) 683-7248.

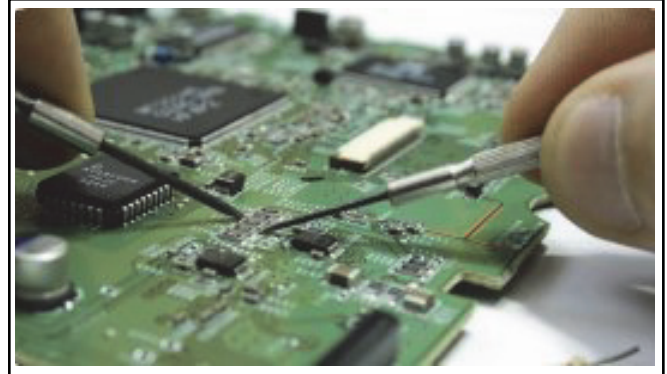


Figure 2 Contact JCM's Service and Repair Center for JCM Quality Service

## Current Service Manual Releases

Product	Rev.	Product	Rev.
DBV-30X	4	iVIZION	5
DBV-500 Operations Manual	A	Taiko (PUB-7/11)	5
DBV-400 Operations Manual	A	TBV	2
DT-200 BlueWave 2	7	TBV-101-ASH	A
EBA-40	1	UBA-10/11/14/24/25	3b
ICB Service Manual	4	UBA-RC	2
ICB 3.0 Web Reports Ops Manual	A	VEGA	3
iPRO	1	VEGA-RC	3
iPRO-RC	2	FLDFU Download Manual	3
RC-10 Service Manual	1	FL Operator & Technician's Manual	3
JCM Tool Suite	4		

To access JCM Product Manuals, please visit: [www.jcmglobal.com](http://www.jcmglobal.com)

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<b>After Hours Americas Support</b>		
<p>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:</p> <ol style="list-style-type: none"> <li>1.) Call JCM American at (800) 683-7248.</li> <li>2.) Select "Option 1" and wait for the call to be transferred to the JCM after hours Technical Support line.</li> <li>3.) Speak with a certified JCM Support Technician about your situation.</li> </ol>		

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