

[www.jcmglobal.com](http://www.jcmglobal.com)

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



[facebook.com/JCMglobal](https://facebook.com/JCMglobal)

[twitter.com/jcmglobal](https://twitter.com/jcmglobal)

[linkedin.com/company/jcm-global](https://linkedin.com/company/jcm-global)

[youtube.com/jcmglobal](https://youtube.com/jcmglobal)

## Parts are Parts



Figure 1 8GB SDHC Memory Card (P/N 451-000124R)

**Part No.** 451-000124R

**Description:** 8GB SDHC Memory Card

**Usage:** The 8GB SDHC Memory Card (Figure 1) is used with JCM's BlueWave™DX Tool. The Memory Card provides storage for all the files needed to operate the BlueWave™DX, as well as the firmware files for JCM Acceptors, Validators, Printers and other devices. Using the arrow keys on the BlueWave™DX, a user can scroll through up to 20 versions of firmware for each JCM device, and select the appropriate file to be loaded.

**Note:** The 8GB SDHC Memory Card will also work with the BlueWave 2.0™ Handheld Download Tool.

## 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-2.66-32	1366	7736
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-2.78-37	6A03	FAD4
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-2.50-37	7031	16D3
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**

## JCMedia™ Is The Source For All Your Video Needs!

JCMedia™ solutions incorporate the latest digital display technology (single screen to large scale video wall solutions), digital content creation services and networked solutions for all your media needs. JCMedia now offers the only upgradeable pixel pitch LED Displays using JCM's PIXELPRO™ Display Technology. PIXELPRO products combine unsurpassed color uniformity and the best pixel-to-pixel resolution available in the Gaming industry in an easy-to-install package. PIXELPRO MAX™ provides a high-resolution interlocking panel solution for large scale LED Video screens. PIXELPRO FLEX™ offers flexible panels for curved surface implementations, and PIXELPRO CUBE™ supports 3-D Video Displays. For more information, please visit the JCM Global website at [jcmmedia.jcmglobal.com](http://jcmmedia.jcmglobal.com)!





# FREE JCM TRAINING AVAILABLE 24/7

Technicians need training, but time or class availability is a problem? JCM Online Training offers classes to meet your schedule and your needs. JCM Online Training Programs feature the same content as JCM On-site Training with the added convenience of flexible scheduling. Visit [training.jcmglobal.com](http://training.jcmglobal.com) for more information or to register for classes.

Technical Bulletin 201703 March 2017

## Technical Tips

**Question:** Which product features are available with the BlueWave™DX Tool?

**Answer:** The BlueWave™DX Tool is a multi-functional tool designed for use with these JCM products:

Acceptors (Gaming)	Validators (Commercial)	Printers
UBA® -1x and 2x	VEGA™ / VEGA-RC™	GEN2U™
iVIZION®	TBV™ -10x	GEN5™
iPRO™ -10x/ iPRO-RC™	EBA®-4x	<b>Other</b>
	DBV®-40x/ DBV®-50x	Peripheral Network Adapter (PNA)

In addition to Firmware Downloads, the BlueWave™DX Tool (**Figure 2**) also supports the following product features:

BlueWave™DX Product Features*
Reading of Statistical data for display
Confirm Firmware Version on devices
Select Firmware Download from a list of available downloads (up to 20 per device)
ICB® Enable/Disable functions
Setting of the ICB® Asset Number
Display Banknote Acceptance Rate
Display Ticket Acceptance Rate
Setting GEN5™ Barcode format
Firmware update to GEN Printers
Firmware Update to Peripheral Network Adapter
Device Function Test (iVIZION® Banknote Acceptor)

\* Some functions may not be supported on all JCM Products. Additional functionality is available using BlueWave™ DX Firmware version 2.11 or higher. Contact JCM Technical Support for information on update availability.



Figure 2: BlueWave™DX Tool

## Current Service Manual Releases

Product	Rev.	Product	Rev.
DBV-30X	4	iVIZION	6
DBV-500 Operations Manual	1	Taiko (PUB-7/11)	6
DBV-400 Operations Manual	1	TBV	2
DT-200 BlueWave 2	7	TBV-101-ASH	A
EBA-40	2	UBA-10/11/14/24/25	3b
ICB Service Manual	4	UBA-RC	2
ICB 3.0 Web Reports Ops Manual	A	VEGA	4
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	GEN5™ Operations Manual	A

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

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.



### JCM TECHNICAL SUPPORT CONTACTS

<b>Headquarters (Japan)</b>		
Sales and Service	+81-3-5962-3731	hq-jp@jcmglobal.com
<b>Europe, Middle East, Africa, Russia</b>		
Sales	+49-211-530645-50	hq-eu@jcmglobal.com
Service	+49-211-530645-60	
<b>Australia, Oceania</b>		
Sales and Service	+612 96 48 0811	australia@jcmglobal.com
<b>Southeast Asia</b>		
Sales and Service	+853 28 72 2684	asiasupport@jcmglobal.com
<b>North/South America/Canada/Caribbean</b>		
Toll Free Product Support	(800) 683-7248 or (702) 651-0000	support@jcmglobal.com
<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>		

JCM Global 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.