

[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

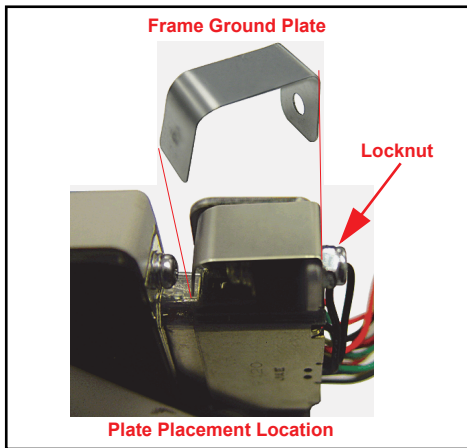


Figure 1 iVIZION® Frame Ground Plate

**Part No.** 151784

**Description:** Frame Ground Plate for iVIZION® Unit

**Usage:** The Frame Ground Plate (P/N 151784) provides a solid ground connection from the iVIZION Banknote Acceptor to the iVIZION Frame. The Frame Ground Plate is located on the Upper Cable Mounting Screw, and is secured with a locknut (refer to **Figure 1**). The iVIZION Frame should be grounded to an earth ground.

**Note:** The Frame Ground Plate **must** be installed so that it makes firm contact with the iVIZION Transport Unit, creating a required ground connection and promoting optimal performance of the iVIZION Banknote Acceptor.

## Latest JCM Software Listing

UNIT	Country	ID	Version	Check Sum	CRC
UBA-10/11-SS	USA	ID-003	V-2.82-52	4BDC	6359
UBA-10/11-SS	USA	ID-024	V-2.82-25	3BF2	6D5B
UBA-14/24-SS/SU	USA	ID-003	V-2.82-40	0E53	2F46
UBA-14/24-SS/SU	USA	ID-0G8	V-2.82-74	F823	AE34
UBA-14/24-SS/SU	USA	ID-024	V-2.82-37	FED2	F6E6
UBA-14/24-SS/SU	USA	ID-028	V-2.82-25	190A	0653
iVIZION-100 SS/SU	USA	ID-003	V-2.84-44	94D4	0789
iVIZION-100 SS/SU	USA	ID-008	V-2.83-22	7DEB	39B4
iVIZION-100 SS/SU	USA	ID-024	V-2.84-15	C0FC	652D
iVIZION-100 SS/SU	USA	ID-028	V-2.84-30	DB30	7EBB
iVIZION-100 SS/SU	USA	ID-0G8	V-2.84-39	E589	DA07
UBA-10/11-SS	CAN	ID-003	V-2.82-52	B445	56DD
UBA-10/11-SS	CAN	ID-024	V-2.82-25	8FC3	D9AD
UBA-14/24-SS/SU	CAN	ID-003	V-2.82-40	CEF6	5E8C
UBA-14/24-SS/SU	CAN	ID-024	V-2.82-37	C66F	E2BE
UBA-14/24-SS/SU	CAN	ID-028	V-2.82-25	FD47	E01A
UBA-14/24-SS/SU	CAN	ID-0G8	V-2.82-74	F0D0	9716
iVIZION-100 SS/SU	CAN	ID-003	V-2.82-44	5B45	208A
iVIZION-100 SS/SU	CAN	ID-024	V-2.82-15	C6B6	8D4D
iVIZION-100 SS/SU	CAN	ID-028	V-2.82-30	C8BB	0AAA
iVIZION-100 SS/SU	CAN	ID-0G8	V-2.82-38	5784	92A2

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
- Custom Training Classes
- Unit Exchange Programs
- Preventive Maintenance Programs
- ICB Data Analysis
- Validator Performance Analysis

## JCM Global® Is The Source For All Your Video Needs!

JCM Global incorporates 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. JCM Global products combine unsurpassed color uniformity and the best pixel-to-pixel resolution available in the Gaming industry in an easy-to-install package. JCM Global MAX-S provides a high-resolution interlocking panel solution for large scale LED Video screens. JCM Global FLEX offers articulating panels for curved surface implementations. JCM Global CUBE supports 3-D Video Displays and JCM Global ELEMENTS supports outdoor installations. For details, visit the JCM Global website at [www.jcmglobal.com](http://www.jcmglobal.com)!





## FREE ONLINE TRAINING

Technicians need training, but is time or class availability 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 201907 July 2019

### Technical Tip

**Question:** What training does JCM® offer through the JCM Online Training website?

**Answer:** JCM offers Online Training Courses 24/7 at no cost for the following JCM products:

- iVIZION® Series Banknote Acceptor
- UBA® Series Universal Bill Acceptor
- GEN5™ Series Thermal Printer
- GEN2 Universal™ Thermal Printer
- BlueWaveDX™ Tool

JCM Online Training Courses are self-paced, and can be completed as your schedule permits. Courses are structured, allowing topics of interest to be completed first, or specific courses to be referenced if information on a particular topic is needed.

Once a registered student completes a JCM Online Training Course and passes the course's Online Quiz, a Certificate of Completion will be available for downloading.

To request a login for JCM Online Training, send an email to [training@jcmglobal.com](mailto:training@jcmglobal.com) with your first and last name, email address and name of the Casino or Company you work for.

For additional information on JCM Online Training Courses, visit the [JCM Global eLearning](http://training.jcmglobal.com) website at <http://training.jcmglobal.com>.

For information about other 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 JCM Online Training

### Current Service Manual Releases

Product	Rev.	Product	Rev.
DBV-30X	4	iVIZION	7
DBV-500 Operations Manual	1	Taiko (PUB-7/11)	6
DBV-400 Operations Manual	1	TBV	3
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	3
ICB 3.0 Web Reports Ops Manual	3	VEGA	4
iPRO	2	VEGA-RC	3
iPRO-RC	3	FL Operator & Technician's Manual	3
RC-10 Service Manual	1	GEN5 Operations Manual	2
JCM Tool Suite	4	BlueWaveDX Tool (DT-300)	1

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



### JCM TECHNICAL SUPPORT CONTACTS

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

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.

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.