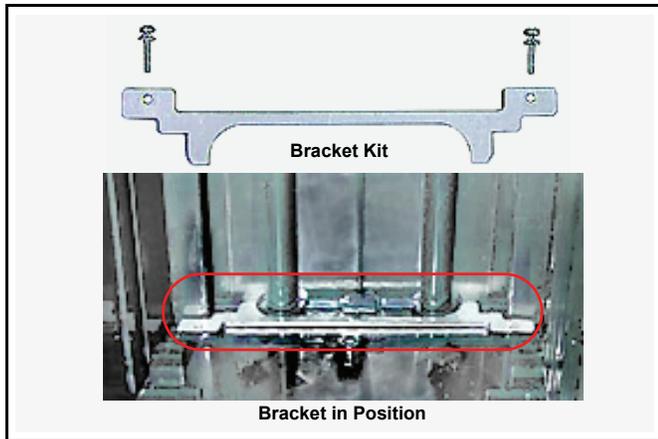


**www.jcm-american.com**

The JCM Website provides the tools required to service all of our products. This includes a software information database containing DIP Switch information, Customer Notifications, Product Manuals, Diagnostic Applications and much more.

### Parts are Parts



**Part No.** 200-200473RA and 121-000003R

**Description:** Plastic Cashbox, ICB Mounting Plate & Screws

**Usage:** This bracket is used to secure the Machine Mounting Screws that attach the ICB Module onto the Cash Box. Previously, the module was held in place with self tapping screws fastened into the Plastic front face of the Cash Box. Rough handling by the drop crew can cause the mounting screws to strip out of the Plastic. The Bracket and Machine Screw mounting method holds the module more securely in place.

**Note:** The bracket must be flush with the front of the Cash Box Can before tightening mounting screws.

### Latest JCM Software Listing

UNIT	ID	Version*	CRC or Check Sum
UBA-10/11-SS	ID-003	V1.71-16	AD3C
UBA-10/11-SS	ID-003 Aristocrat Only	V1.76-17	5DF3
UBA-10/11-SS	ID-024	V1.77-17	719A
UBA-14-SS & UBA-24-SS/SU	ID-024	V1.76-24	CRC=421D
UBA-14-SS & UBA-24-SS/SU	ID-028	V1.76-13	CRC=650A
WBA-12/13-SS	ID-003	V-3.75-32i*	C9AB
WBA-12/13-SS	ID-0C3	V-3.75-09i*	64F4
WBA-12/13-SS	ID-022/023	V-3.63-03i*	1068
WBA-12/13-SS	ID-044C	V-3.75-05i*	FE10
WBA-12/13-SS	ID-044	V-3.75-05i*	D716
WBA-12/13-SS	ID-024	V-3.75-34	CD3B
DBV-200-B0/B1	ID-022/023	V-2.61-04-03	79E0
DBV-200-A2/A3	ID-044P/045P	V-2.70-05	AA03
DBV-200-A2/A3	ID-044WP/045WP	V-2.61-05	19F7
DBV-200-B4/B5	ID-024	V-2.70-11	6C31
DBV-200-B4/B5	ID-003	V-2.61-02	9E55

\* an "i" suffix indicates Intelligent Cash Box option.

The list of JCM bill validator software provided herein notifies customers of the latest versions developed. However, the listing does not identify versions approved by gaming jurisdictional authorities for actual use. Customers should consult JCM's Parts Sales departments concerning approved versions for jurisdictions of intended use.

### Technical Notes

The below illustrated Simulator Programs are available for checking Validator communications at:

<http://www.jcm-american.com/products/software/apps.asp>

	<b>ID003 Driver Basic</b>	v1.3	226kb
	This application allows the complete communications testing of a JCM Validator using a PC as a host. This application is specific to the ID003 protocol. See the Basic Driver Documentation for details on running and using the Basic Driver program (included in the ZIP file).		
	<b>ID024 Driver Basic</b>	v1.04	63kb
	This application allows the complete communications testing of a JCM Validator using a PC as a host. This application is specific to the ID024 protocol. See the Basic Driver Documentation for details on running and using the Basic Driver program (included in the ZIP file).		

### Save Time and Labor with JCM's Intelligent Cash Box System

The ICB® (Intelligent Cash Box) system is a unique cash management system that allows the operator to track a cash box and its contents through the entire cash process. The ICB system eliminates the need for dedicating cash boxes to specific machines, or putting barcode identification labels on the cash boxes. The cash boxes are tracked electronically eliminating most variance issues, and with the custom reports provided to each department, accuracy and efficiency is greatly improved.





# FREE REGIONAL USA TRAINING

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

For the local and regional training schedule visit:

[http://www.jcm-american.com/support/training\\_calendar.asp](http://www.jcm-american.com/support/training_calendar.asp)

Technical Bulletin 200902 February 2009

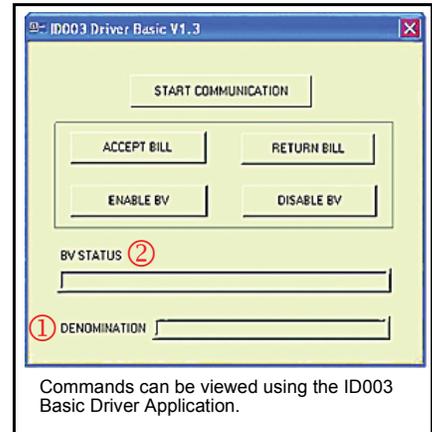
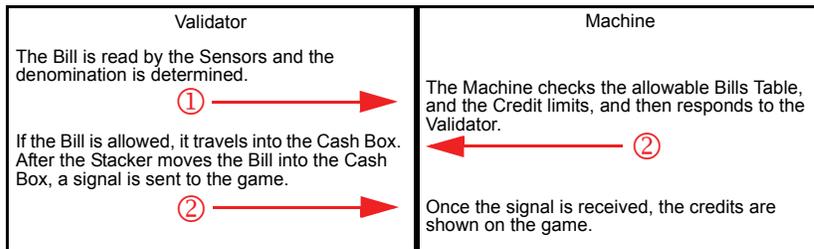
## Technical Tips

**Question:** What could cause a Bill to be accepted with no credits issued by the Machine?

**Answer:** This can happen when a breakdown in communication occurs between the Validator and the Machine.

A specific sequence of events occurs during Bill acceptance. If any expected events do not occur at a specified time, the transaction is not completed, and no credits are issued.

The following sequence starts when the Bill is inserted:



Commands can be viewed using the ID003 Basic Driver Application.

ID003 Driver Screen

Common causes of a rejection could be:

- A dirty Feed-Out Sensor.
- MPU communication failures that happen when circuits are damaged by hot swapping components.

Always check and clean the Bill Path Sensors to insure a proper validation sequence is completed. Test the Validator with the Simulators available on the JCM Website to insure the Validator is giving and receiving the commands required to issue credits.

JCM TECHNICAL SUPPORT CONTACTS		
<b>General Product Support:</b>		
Toll Free Product Support	(800) 683-7248	techsupport@jcm-american.com
Training	(800) 683-7248	training@jcm-american.com
<b>After Hours Support</b>		
JCM prides itself in offering the best customer service in the industry. We prove this by offering a 24 hour hotline, where technical support personnel can be reached at any time, 7 days a week. To reach our 24/7 after hour's hotline, just follow these three easy steps:		
1. Call JCM American at (800) 683-7248, then		
2. Select option 5 and wait for the call to be transferred to the JCM after hour's Technical Support line.		
3. Speak with a certified JCM support technician about your situation.		
3M PRODUCT SUPPORT CONTACTS		
<b>3M Touch Screen System Product Support</b>		
Toll Free Product Support	(866) 407-6666 Option-3 (Mon - Fri, 8:30am - 5:30pm EST)	us-ts-techsupport@mmm.com
Parts	(800) 683-7248	sales@jcm-american.com
TOVIS TECHNICAL SUPPORT CONTACTS		
<b>Tovis Support Center</b>		
Product Support - Tovis Service Center	(702) 263-5560 (Mon - Fri, 9am - 5pm)	roy@tovism.com
Parts & Service	(702) 263-5560	roy@tovism.com
TRANSACTION TECHNICAL SUPPORT CONTACTS		
Product Support	(877) 748-4222 Option-3	techsupport@transact-tech.com
Parts	(877) 748-4222 Option-2	techsupport@transact-tech.com
Service	(877) 748-4222 Option-2	http://www.transact-tech.com/tsg/rma.html

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