

[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

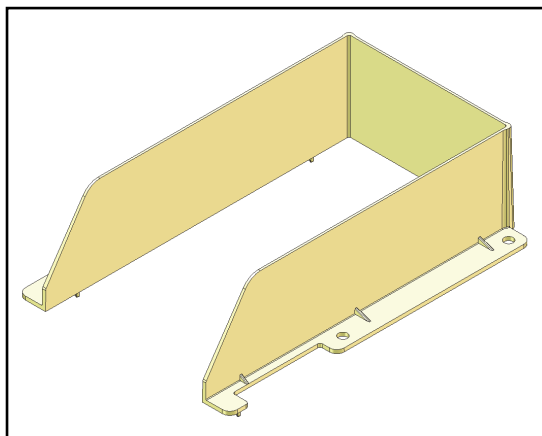


Figure 1 600-Note Tray Extension (GEN5™ Printer)

**Part No.** 370-00478-100

**Description:** 600-Note Tray Extension (GEN5 Printer)

**Usage:** To reduce EGM downtime due to Paper Out conditions, the 200-Note capacity standard paper tray equipped with the GEN5 Printer can be upgraded using a 600-Note Tray Extension (P/N 370-00478-100).

**Note:** The 600-Note Tray Extension (**Figure 1**) can be installed on the GEN5 Printer Paper Tray, and is secured using four (4) self-tapping screws equipped with the Tray Extension. Expected availability of the 600-Note Tray Extension is July/August 2018.

## 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-2.80-74	8062	8DD4
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
iVIZION-100 SS/SU	USA	ID-003	V-2.80-42	02A1	964D
iVIZION-100 SS/SU	USA	ID-008	V-2.56-20	3B11	1534
iVIZION-100 SS/SU	USA	ID-024	V-2.80-15	AA27	271B
iVIZION-100 SS/SU	USA	ID-028	V-2.80-30	1021	E2E1
iVIZION-100 SS/SU	USA	ID-0G8	V-2.80-38	1905	C088
UBA-10/11-SS	CAN	ID-003	V-2.81-52	24C1	FEBA
UBA-10/11-SS	CAN	ID-024	V-2.81-25	87B8	AEA1
UBA-14/24-SS/SU	CAN	ID-003	V-2.81-40	3109	9914
UBA-14/24-SS/SU	CAN	ID-024	V-2.81-37	1A1F	1206
UBA-14/24-SS/SU	CAN	ID-028	V-2.81-25	66EB	2DE2
UBA-14/24-SS/SU	CAN	ID-0G8	V-2.81-74	B102	0A60
iVIZION-100 SS/SU	CAN	ID-003	V-2.81-42	1C45	DC01
iVIZION-100 SS/SU	CAN	ID-024	V-2.81-15	5E3D	31EA
iVIZION-100 SS/SU	CAN	ID-028	V-2.81-30	EFEE	67F1
iVIZION-100 SS/SU	CAN	ID-0G8	V-2.81-38	1285	628F

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 REGIONAL 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 201803 March 2018

### Technical Tip

**Question:** How can I get quick access to JCM-approved Firmware for my property?

**Answer:** The new JCM Global Exchange website (**Figure 2**) 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)!

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.

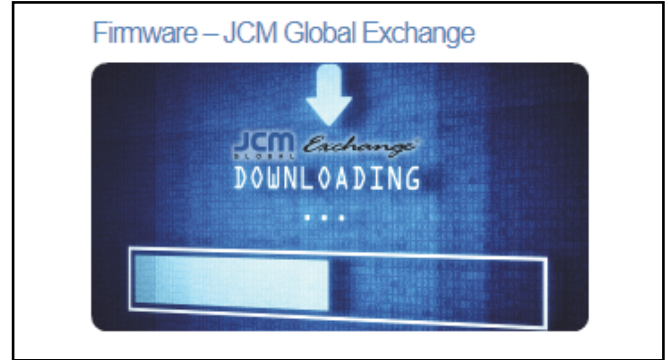


Figure 2: Click on the JCM Global Exchange Website Logo

### 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	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	2	VEGA	4
iPRO	1	VEGA-RC	3
iPRO-RC	2	FL Operator & Technician's Manual	3
RC-10 Service Manual	1	GEN5 Operations Manual	1
JCM Tool Suite	4	BlueWaveDX Tool (DT-300)	A

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:hq-eu@jcmglobal.com">hq-eu@jcmglobal.com</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:asiastupport@jcmglobal.com">asiastupport@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>		
<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.