



Customer Notification

Notification #:	20040925	Revision:	1.2	Page:	1 of 1
Release Date:	November 5, 2004				
Effective Date:	November 5, 2004				
Notification Status:	<input checked="" type="checkbox"/> Advisory	<input type="checkbox"/> Mandatory	<input type="checkbox"/> Announcement		
Classification:	<input checked="" type="checkbox"/> Firmware	<input type="checkbox"/> Hardware	<input type="checkbox"/> Policy/Procedure		
Description:	WBA Software Modes				
Hardware:	WBA All Models				
Firmware Version:	All Versions				

Correction:

Correction made to paragraph 1 to include "... when a ticket or bill was inserted..."

Conditions:

Recently JCM received field reports of a host machine that was issuing incorrect credit amounts when a ticket or bill was inserted into the bill validator, processed, and stacked. This may have been caused by a communication setting issue.

The JCM WBA product line has an electronically set firmware option within the game that can be set as "Polling" mode or "Interrupt" mode. This setting defaults automatically in the firmware to "Polling" mode. When the WBA validator is placed into a game that has a set command that places the validator into "Interrupt" mode, this mode is set and stored in our super capacitor backed memory. If a validator is set to "Interrupt" mode and then reinstalled in an OEM host machine requiring "Polling" mode, that does not issue a set command, it may result in anomalies in game or bill validator operation.

The NexGen \$50 series of Firmware for JCM (WBA Firmware series: 3.34-xx) has OEM specific versions of software that share the same protocol (i.e. ID-003.) If an OEM specific version is placed in the incorrect OEM host machine, it may result in anomalies in game or bill validator operation.

Notes:

Based on this, JCM highly recommends that WBA bill validators removed from one OEM company platform not be placed into a different OEM company platform even if the communication protocols (i.e. ID-003) are the same.