

[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

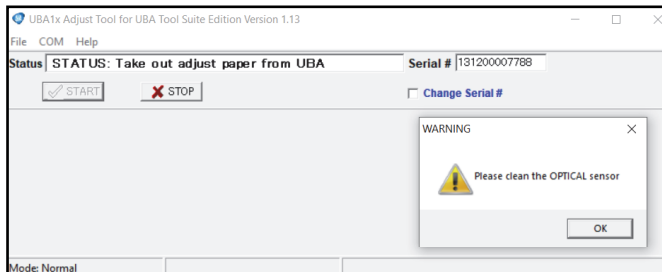


Fig. 1 Clean Optical Sensor Message (UBA1x Adjust Tool UBA Tool Suite)

**Part No.** 300-100352R (Upper)/300-100332R (Lower)

**Description:** UBA® Upper Sensor Board /  
UBA Lower Sensor Board

**Usage:** The Clean Optical Sensor message (Figure 1) may appear during UBA Unit calibration. This warning indicates the UBA Unit's Sensors did not calibrate properly. Until corrective action is taken, the UBA Unit will continue to accept banknotes, but the banknote acceptance rate may be affected, and more frequent cleaning will be required. If the Clean OPTICAL Sensor message appears:

1. Turn UBA Power OFF, then replace the Upper Sensor Board and/or the Lower Sensor Board.
2. Recalibrate the UBA Unit. The Clean OPTICAL Sensor message should no longer appear.

## 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	F6EB
UBA-14/24-SS/SU	USA	ID-028	V-2.82-25	190A	0653
iVIZION-100 SS/SU	USA	ID-003	V-2.80-42	02A1	964D
iVIZION-100 SS/SU	USA	ID-008	V-2.83-22	7DEB	39B4
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-2.82-52	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 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 201901 January 2019

### Technical Tip

**Question:** How can I get online access to Bill Validator and Printer Firmware approved for use at my property?

**Answer:** The 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 gaming regulator-approved Bill Validator and Printer Software certified for use in specific gaming jurisdictions.

The JCM Global Exchange site provides 24/7 access to JCM product-specific firmware files, decreasing EGM downtime and saving JCM 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)!

**Note:** For JCM Customers that do not have an active Exchange account, Firmware can be requested by clicking on the Request Firmware link on the Global Exchange website.

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.

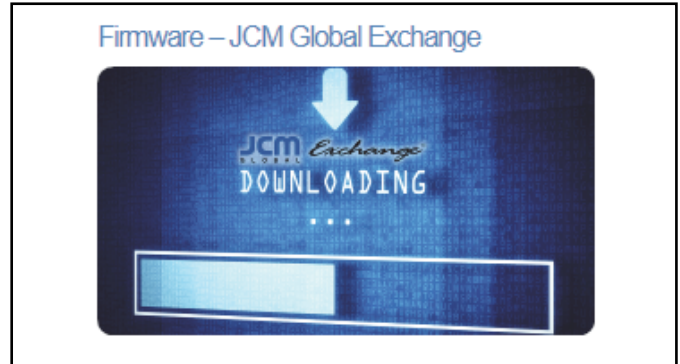


Fig 2: Click on the JCM Global Exchange Website Logo

### 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	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	hq-jp@jcmglobal.com
<b>Europe, Middle East, Africa, Russia</b>		
Sales	+49-211-530645-50	support@jcmglobal.eu
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.