



JCM Bill Validator Considerations

Please verify that all non-JCM EGM errors and tilts are cleared and resolved before returning EGM's to operational status. Once returned to operational status, check each EGM for any JCM product errors. If any JCM product errors are noted, please use the following support suggestions:

iVIZION® Bill Validator

- **ICB® Enable and Asset**
 - If power was lost or off for an extended period of time, re-activation may be needed.
 - i. Refer to JCM CN-20200409
- **ICB Errors**
 - **2 BLUE flashes** indicate an ICB function error. RFID module in cash box was not detected (verify presence).
 - i. Check Cash Box and/or the BV to ensure ICB is enabled on both, using JCM Tool Suite.
 - **3 BLUE flashes** indicate an ICB read/write error. An ICB communication failure has occurred.
 - i. Check RFID Module harness on BV, or replace existing cash box with cleared cash box.
 - **4 BLUE flashes** indicate an ICB data error. Data is incorrect/hardware failure has occurred.
 - i. Replace existing cash box with a cleared cash box.
 - **5 BLUE flashes** indicate an ICB number error. A mismatch of asset number between cash box and iVIZION unit has occurred.
 - i. Re-Install existing cash box assigned to the machine, or replace with cleared cash box.
 - **6 BLUE flashes** indicate an ICB initialization error. The cash box has not initialized.
 - i. Replace existing cash box with a cleared box.
- **Operational Errors**
 - **1 RED flash** indicates a stacker full error. The cash box's full condition has been detected.
 - i. Check for full cash box or replace with cleared cash box.
 - **3 RED flashes** indicates a sensor adjustment error. An abnormal sensor adjustment has been detected.
 - i. Perform a sensor adjustment on BV or clean cross channel sensors with a microfiber cloth.



- **8 RED flashes** indicates stacker pusher movement error. A jam in the stacker assembly has occurred.
 - i. Check for jam in stacker, pusher assembly, or transport.
 - ii. Check for proper harness connections to the controller CPU on the iVIZION unit.
- **9 RED flashes** indicates a pusher plate position error. The position sensor was not detected while moving pusher plate.
 - i. Ensure that the transport and cash box are properly seated.
- **15 RED flashes** indicates a memory error. A ROM/RAM Failure (CPU Board) has occurred.
 - i. Try force downloading firmware setting dip switches 6, 7 and 8 to the on position on the bottom of the unit, and reapply power.
- **Download Errors**
 - Why can't I download firmware to the iVIZION?
 - i. Try force downloading firmware setting dip switches 6, 7 and 8 to the on position on the bottom of the unit and reapplying power.
 - Is the unit powered on?
 - i. Check and ensure power is connected.
 - Is the USB cable connected?
 - i. Check and ensure USB cable is connected.

UBA® Universal Bill Acceptor

- **ICB Enable and Asset**
 - If power was lost or off for an extended period of time, re-activation may be needed.
 - i. **Refer to JCM CN-20200409**
- **ICB Errors**
 - **3 RED flashes** indicate an ICB module error. ICB is disabled on BV, or cash box is active.
 - i. Check BV for machine asset number or if cash box is ICB enabled.
 - **11 RED flashes** indicate an ICB module error. An ICB cash box communication error has occurred.
 - i. Check if cash box is ICB enabled, or replace with cleared cash box.
 - ii. Check battery voltage on ICB module to ensure it measures 3.6VDC or higher.



- **12 RED flashes** indicates an ICB module error. An ICB cash box checksum error has occurred.
 - i. The memory has been partially cleared. Replace with cleared cash box.
- **Operational Errors**
 - **4 RED flashes** indicate a stacker encoder signal or acceptor jam error. A stacker encoder sensor failure has occurred.
 - i. Check for jams and clean upper and lower PCB sensor lenses, or calibrate BV.
 - ii. BV constantly cycles → clean bill path, and calibrate BV.
 - **9 RED flashes** indicate anti-pullback unit error. An anti-pullback home sensor failure has occurred.
 - i. Check and clean anti-pullback mechanism for debris, string, paper clip, plastic, etc.
 - **14 RED flashes** indicates a centering mechanism error. A centering home sensor failure has occurred.
 - i. Check centering mechanism and related parts for damage. If broken or damaged, replace.
- **Download Errors**
 - Why can't I download firmware to the UBA?
 - i. Try force downloading firmware setting dip switches 6, 7 and 8 to the on position on the front of the unit, and reapply power.
 - Is the unit powered on?
 - i. Check and ensure power is connected.
 - Is the USB cable connected?
 - i. Check and ensure USB cable is connected.

JCM Tool Suite Driver Error

If you get a driver error when connecting:

1. Try to run the JCM Tool Suite Program as an administrator.
2. Right click on the JCM Tool Suite icon, select "More," then run as an Administrator.
3. Try to run the program in compatibility mode for Windows98.
4. Try leaving the unit plugged in to the PC. Apply power to the unit, then restart the PC.
5. Try downloading and installing the latest version of Tool Suite from exchange.jcmglobal.com.



JCM Product Support Contact Information

Office Hours Phone: 702-651-0000 (5am-5pm [PST])

After Hours Phone: 1-800-683-7248 (24-hour)

Email: support@jcmglobal.com

JCM Product Documentation: <https://exchange.jcmglobal.com/>

NOTE: If you are unable to resolve an issue, you can complete a service/repair form at <https://am-en.jcmglobal.com/support/repairs-exchanges/sra-form/>.