



JCM Printer 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:

GEN2U Universal™ Printer

- **Download Errors**
 - Why can't I download firmware to the GEN2U printer?
 - i. Is the printer one time programmable (OTP)?
 1. Check for the ROHS✓ compliance symbol on the side of serial number sticker.
 2. OTP Printers can only be programmed with firmware one time.
 - a. If the ROHS✓ symbol is not present, replace printer.
 - ii. Does the Printer have IGT Legacy Firmware Installed?
 1. Check by printing a configuration ticket.
 - a. Hold down the paper feed button while reapplying power to the printer.
 2. If the printer has IGT legacy firmware installed:
 - a. IGT proprietary CSV program must be used to upgrade firmware.
 3. IGT legacy firmware sample list:
 - a. GUN00X002X (Netplex)
 - b. GUU00XX4XX
 - c. GUU00X05XX
 - d. GUU00X0501

GEN5™ Thermal Printer

- **Download Errors**
 - Why can't I download firmware to the GEN5 printer?
 - i. Check that the correct drivers are installed.
 - ii. Check the JCM DFU downloader version for Windows OS compatibility.
 - iii. Try downloading and installing the latest version or a compatible version of DFU Downloader at <https://exchange.jcmglobal.com/>.



GEN2U/GEN5 Printer Operational Errors

- The paper is curling.
 - Test feed print or pull the first ticket, and load a new one.
- If the printer is stored without paper for extended period of time, it is possible to hear a grinding noise.
 - Feed a ticket, or blow on the printer with compressed air if grinding noise continues.
- A slow blinking bezel light indicates paper is low.
 - Refill printer with paper.
- A fast blinking bezel light indicates there is a ticket in the chute.
 - Remove ticket or anything else that might be lodged in the chute.
- The paper is out, or paper is not detected.
 - Load in new printer paper stack.
- A paper jam error occurs in the path as ticket is printed.
 - Open printer head, and check for a jammed ticket.

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/>.