Technical Bulletin 202104

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Parts are Parts

Figure 1 BlueWave™DX Tool

Part No.   550-100839R

Description: BlueWave™DX Tool

Usage: The BlueWaveDX Tool (**Figure 1**) is a portable battery-powered handheld unit used to support JCM Validators, Banknote Acceptors, Printers and Peripheral Network Adapters (PNA®) with a USB Port for functions such as:

• Firmware Downloads and Updates
• Recovering Statistics
• Checking Acceptance Rates
• Setting ICB Functions (iVIZION® Units)
• Performing a Device Test (iVIZION Units).

BlueWaveDX Tool is compatible with iVIZION, iPRO™, iPRO-RC™, UBA®, UBA® Pro, TBV™, VEGA™, VEGA-RC™, EBA®-40, DBV®-400, DBV-500, GEN5®, GEN2U™ and PNA Units.

Latest JCM Software Listing

UNIT	Country	ID	Version	Check Sum	CRC
UBA-10/11-SS	USA	ID-003	V-2.83-52	3CDD	D358
UBA-10/11-SS	USA	ID-024	V-2.83-25	F54F	6DCE
UBA-14/24-SS/SU	USA	ID-003	V-2.83-40	B026	1455
UBA-14/24-SS/SU	USA	ID-0G8	V-2.83-80	91A8	89B6
UBA-14/24-SS/SU	USA	ID-024	V-2.83-37	647C	05B2
UBA-14/24-SS/SU	USA	ID-028	V-2.83-25	34A9	87B4
iVIZION-100 SS/SU	USA	ID-003	V-2.84-44	94D4	0789
iVIZION-100 SS/SU	USA	ID-008	V-2.83-22	7DEB	39B4
iVIZION-100 SS/SU	USA	ID-024	V-2.84-15	C0FC	652D
iVIZION-100 SS/SU	USA	ID-028	V-2.86-31	5EB6	C1BA
iVIZION-100 SS/SU	USA	ID-0G8	V-2.84-39	E589	DA07
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-2.84-44	29AD	68F1
iVIZION-100 SS/SU	CAN	ID-024	V-2.84-15	F99C	D926
iVIZION-100 SS/SU	CAN	ID-028	V-2.84-31	6214	F0A6
iVIZION-100 SS/SU	CAN	ID-0G8	V-2.85-41	7FE8	B874

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 eLearning Offerings

JCM offers the following Training Options to help keep your JCM Products performing within factory specifications:

Online Training
For those who prefer self-study, Online Training is available 24/7. Training can be completed as your schedule permits.
A Certificate of Completion is provided upon course completion.

Virtual Training
Instructor-led events for all JCM products are also available. Full interaction between attendees and the Instructor meets the needs of your team.
Contact JCM Training at training.jcmglobal.com for more information.

FREE JCM TRAINING AVAILABLE 24/7

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 for more information or to register for classes.

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Technical Tip

Question: Is an update for JCM® Tool Suite™ available?

Answer: The JCM Tool Suite application has been updated to Version 1.51.0.0 (**Figure 2**). Updates to the JCM Tool Suite include:

- Sensor Adjustment for iVIZION® updated to Version 1.68.0.0, which added a Serial Number update from a 5-year to a 10-year range;

- Sensor Adjustment for UBA® updated to Version 1.20.0.0, features an improved startup process;

- USB device search for Windows® 10 updated to allow consistent connection for UBA® Pro, TBV™, iPRO™ and EBA®-40 Units;

- Log collection data for all supported units, updated even if Country Code is not registered;

- Added support for cc-Talk communications;

- Implemented UBA® Pro Utility functionality to support emulated ID-003 Version information;

- Support for DBV®-400, DBV-500, EBA-40, iPRO, iPRO-RC™, iVIZION, TBV, UBA, UBA Pro and UBA Pro RT/RQ™.

JCM Tool Suite is available for download from the JCM Global Exchange site. To access the JCM Global Exchange site, go to https://exchange.jcmglobal.com.

For additional information on JCM Products, visit the JCM Global website at www.jcmglobal.com, or contact your local JCM Sales Representative at (800) 683-7248.

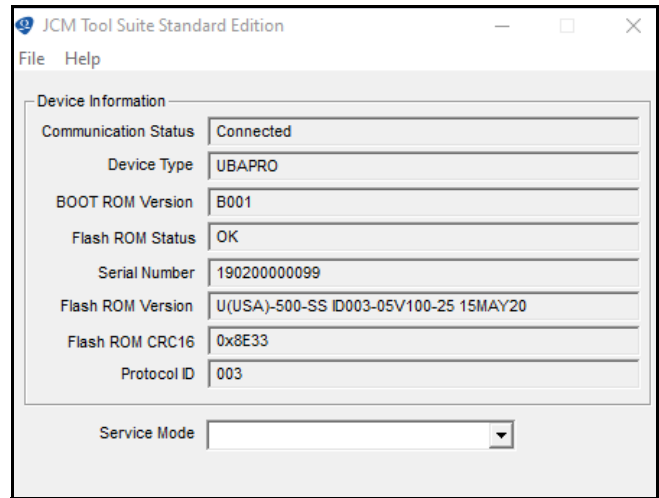**Figure 2 JCM Tool Suite Standard Edition Version 1.51.0.0 UI**

Current Service Manual Releases

Product	Rev.	Product	Rev.
DBV-500 Operations Manual	2	TBV	4
DBV-400 Operations Manual	1	TBV-101-ASH	A
DT-200 BlueWave 2	7	UBA-10/11/14/24/25	3b
EBA-40	2	UBA-RC	4
ICB 3.0 Web Reports Ops Manual	3	UBA Pro RT/RQ	A
iPRO	2	VEGA	5
iPRO-RC	4	VEGA-RC	3
iVIZION	7	FL Operator & Technician's Manual	3
JCM Tool Suite	4	GEN5 Operations Manual	2
PromoNet Marketing Studio	5	BlueWaveDX Tool (DT-300)	1
PromoNet Online Monitor	A		

To access JCM Product Manuals, visit: https://exchange.jcmglobal.com

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After Hours Americas Support		
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: 1.) Call JCM American at (800) 683-7248. 2.) Select "Option 1" and wait for the call to be transferred to the JCM after hours Technical Support line. 3.) Speak with a certified JCM Support Technician about your situation.		