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## Parts are Parts

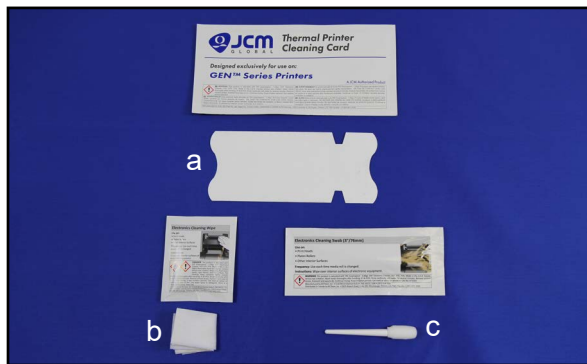


Figure 1 JCM® Printer Cleaning Kit (P/N 350-00292-100)

**Part No.** 350-00292-100

**Description:** JCM® Printer Cleaning Kit

**Usage:** The JCM Printer Cleaning Kit (Figure 1) includes all the tools necessary to thoroughly clean a GEN Series Printer (e.g., GEN2U™ or GEN5®). The Printer Cleaning Kit includes the following items (10 of each):

- Cleaning Cards (Figure 1 a) - Feeding the Cleaning Card through the Printer is a fast and easy way to clean the Print Head and Rollers;
- Cleaning Wipes (Figure 1 b) - Used to wipe clean the Printer Rollers and all Ticket Path surfaces on the Upper Presenter and Lower Presenter; and
- Cleaning Swabs (Figure 1 c) - Used to clean the Print Head surface and the Printer Sensors.

## Latest JCM Software Listing

UNIT	Country	ID	Version	CRC	Release Date
UBA-10/11-SS	USA	ID-003	V-2.84-52	8510	11/15/22
UBA-10/11-SS	USA	ID-024	V-2.82-25	6D5B	11/19/18
UBA-14/24-SS/SU	USA	ID-003	V-2.84-40	501B	11/15/22
UBA-14/24-SS/SU	USA	ID-0G8	V-2.84-82	584A	11/15/22
UBA-14/24-SS/SU	USA	ID-024	V-2.83-37	95B2	01/15/20
UBA-14/24-SS/SU	USA	ID-028	V-2.84-25	7799	11/15/22
iVIZION-100 SS/SU	USA	ID-003	V-2.92-45	FF53	09/13/23
iVIZION-100 SS/SU	USA	ID-008	V-2.83-22	39B4	08/03/18
iVIZION-100 SS/SU	USA	ID-024	V-2.89-15	58A1	09/16/21
iVIZION-100 SS/SU	USA	ID-028	V-2.92-33	C2C5	09/13/23
iVIZION-100 SS/SU	USA	ID-0G8	V-2.92-43	940D	09/13/23
iVIZION-101 SH	USA	ID-003	V-2.92-45	36C9	08/09/23
UBA-10/11-SS	CAN	ID-003	V-2.83-52	B001	07/27/22
UBA-10/11-SS	CAN	ID-024	V-2.82-25	D9AD	09/11/18
UBA-14/24-SS/SU	CAN	ID-003	V-2.82-40	5E8C	09/11/18
UBA-14/24-SS/SU	CAN	ID-024	V-2.82-37	E2BE	09/11/18
UBA-14/24-SS/SU	CAN	ID-028	V-2.82-25	E01A	09/11/18
UBA-14/24-SS/SU	CAN	ID-0G8	V-2.83-81	10A2	08/03/22
iVIZION-100 SS/SU	CAN	ID-003	V-2.84-44	68F1	03/04/20
iVIZION-100 SS/SU	CAN	ID-024	V-2.84-15	D926	03/04/20
iVIZION-100 SS/SU	CAN	ID-028	V-2.84-31	F0A6	03/04/20
iVIZION-100 SS/SU	CAN	ID-0G8	V-2.85-41	B874	10/26/20

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 or Kiosk Manufacturer (OEM) for information on specific software releases approved for use within your gaming jurisdiction.

JCM Global 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](mailto:training@jcmglobal.com) for more information.

## JCM Global® Digital Signage Solutions Among Most Innovative at G2E

EILERS-FANTINI conducted a survey across its network of casino operators, and slot directors across the U.S., Canada and other international jurisdictions voted JCM's Digital Signage Solutions (DSS) CLEAR™ in the top 3 most innovative technologies on display at G2E. DSS CLEAR features high density industrial tempered glass and integrated circuit technology to form transparent digital signage perfect for modern architecture. CLEAR delivers a unique customer experience for casino, retail and hospitality spaces as dynamic window and glass wall displays, welcoming sliding doors and wayfinding signage.





# 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. Contact [training@jcmglobal.com](mailto:training@jcmglobal.com) for more information or to register for classes.

Technical Bulletin 202403 March 2024

## Technical Tip

**Question:** What training options does JCM® offer, and how can I access them?

**Answer:** JCM Remote Training is available via:

- JCM Online Training Courses; or
  - Virtual Training Sessions
- Current Courses include:
- iVIZION® Series Banknote Acceptor
  - UBA® Series Universal Bill Acceptor
  - UBA™ Pro Series Banknote Acceptor
  - JCM Systems (ICB® Intelligent Cash Box and FUZION® presented virtually)
  - GEN5® Series Thermal Printer
  - BlueWaveDX™ Tool
  - DBV®-400 Banknote Validator

JCM Online Training Courses are self-paced, and can be completed as your schedule permits. Courses cover all aspects of the products, and include Preventive Maintenance, Firmware Download and Calibration.

Upon completion of an Online Training Course and successfully passing the end-of-course Online Quiz, a Certificate of Completion will be available for downloading.

To request a login for JCM Online Training, email your first and last name, work email address and name of the Casino or Company you work for to [training@jcmglobal.com](mailto:training@jcmglobal.com).

For Virtual Instructor-led Training, contact JCM Training at [training@jcmglobal.com](mailto:training@jcmglobal.com).

Visit JCM Online Training at <https://training.jcmglobal.com> for more information on JCM Training Courses.

For information about other 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.



Figure 2 JCM Online Training

## Current Service Manual Releases

Product	Rev.	Product	Rev.
DBV-500-S 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	4
EBA-40	3	UBA-RC	4
ICB 3.0 Web Reports Ops Manual	4	UBA Pro RT/RQ	1
iPRO	3	UBA Pro Operations Manual	2
iPRO-RC	4	VEGA	6
iVIZION	7	VEGA-RC	3
JCM Tool Suite	5	FL Operator & Technician's Manual	3
PromoNet Marketing Studio	7	GEN5 Operations Manual	3
PromoNet Online Monitor	1	BlueWaveDX Tool (DT-300)	2

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

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<b>After Hours Americas Support</b>		
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.		

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