

[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



Figure 1 SIIG® USB to Serial Adapter

Part No. 302-10004R

**Description:** SIIG® USB-to-Serial Adapter

**Usage:** JCM applications such as the JCM ID-003 and JCM ID-024 Basic Driver and JCM Printer Basic Driver require an RS-232 connection. Many Laptop computers do not have the serial communications (RS-232) port required for these applications. The **SIIG USB-to-Serial Adapter (Figure 1)** supports communication to various JCM applications through the Laptop or PC's USB ports. Use the Laptop's or PC's Device Manager to identify COM & LPT Ports where the SIIG USB-to-Serial Adapter is connected and input that COM port number into the application.

## 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-2.89-42	EDD1	0779
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](http://training.jcmglobal.com) for more information.

## Create Immersive Environments with JCM Global® Digital Signage Solutions

JCM Global Digital Signage Solutions allow operators to communicate with their guests in more meaningful and entertaining ways. With unsurpassed color uniformity and dazzling pixel-to-pixel resolution, JCM's digital signage technology offers guests a unique experience in sports books, hotel lobbies, casino floors, and more. The Digital Signage Solutions product line includes flat, curved, cube, and transparent displays that showcase engaging and impactful video content. From large scale LED video walls to intricate architectural signage, JCM delivers breathtaking installations that are only limited by the imagination.





# 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](http://training.jcmglobal.com) for more information or to register for classes.

Technical Bulletin 202111 November 2021

## Technical Tip

**Question:** Which application is available for testing a JCM® GEN Series Printer?

**Answer:** JCM Global has released the JCM Printer Basic Driver Application (**Figure 2**). This application allows functional testing of GEN2U™ or GEN5® Printers by printing a Test Ticket.

The **Printer Configuration** interface displays the current firmware version installed and the Printer's communication settings.

The **Printer Status** section provides visual indication of all Sensor Status' and any errors.

The **Commands** section provides the following Printer testing options:

- **Reset** - Resets the Printer;
- **Clear** - Clears the Printer Status fields;
- **Feed** - Feeds a blank Ticket through the Printer;
- **Print Ticket Information** - Prints a Test Ticket with Communications and Printer Setup Information;
- **Get Value** - Retrieves the Printer's CRC values.

The JCM Printer Basic Driver Application is available at no charge from the JCM Global Exchange site at <https://exchange.jcmglobal.com>.

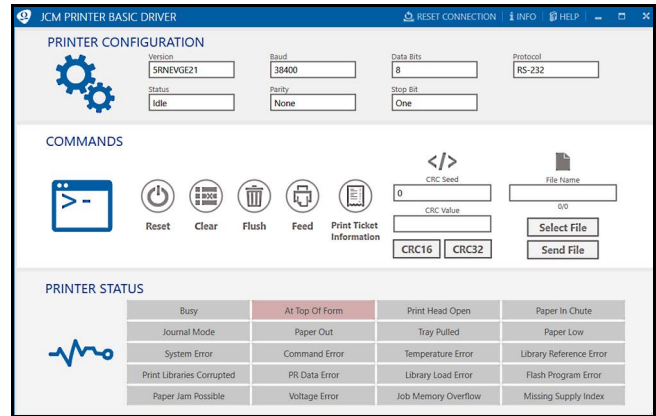


Figure 2 JCM Printer Basic Driver Application User Interface

## Current Service Manual Releases

Product	Rev.	Product	Rev.
DBV-500 Operations Manual	1	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	2	UBA-RC	4
ICB 3.0 Web Reports Ops Manual	3	UBA Pro RT/RQ	A
iPRO	3	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	6	BlueWaveDX Tool (DT-300)	1
PromoNet Online Monitor	1		

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

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.



### 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	asiassupport@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>		
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.		

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.