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## Parts are Parts

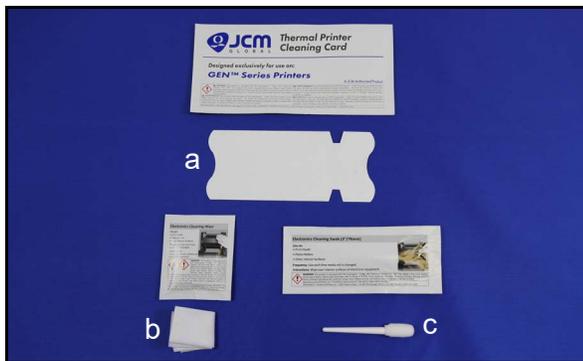


Figure 1 JCM® Printer Cleaning Kit (P/N 350-00292-100)

**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	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](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 202108 August 2021

## JCM Global to attend 2021 OIGA Conference and Trade Show Booth #238 August 17-18, 2021

JCM Global will unveil new technologies at OIGA 2021 that are designed to enhance the guest experience, increase efficiencies and boost security across the Casino floor and Count Room.

JCM's award-winning FUZION® System enhances the guest experience. Through the ICB, PromoNet, and iTITO System modules, FUZION brings enhanced player marketing and contactless technologies to the Casino floor.

JCM's partnership with CountR™ and their secure TITA™ system bring more transaction method choices to live table games. JCM's Digital Signage Solutions also empower operators to communicate with guests in new and unique ways.

JCM's latest partnership with Cash Processing Solutions (CPS) include the 7000i™, X Range™, V Series™ and ECM™ software count/sort solutions, enhancing efficiency in the Count Room.

To boost security, JCM's leading Bill Validation Solutions offer the highest levels of protection possible. JCM will exhibit its iVIZION®, UBA® and UBA Pro® at the event. Visit JCM Global at Booth #238 at OIGA August 17-18 to learn more.

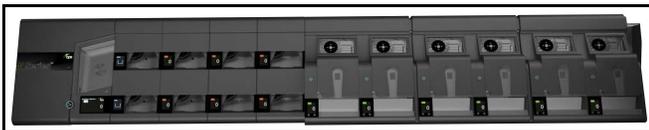


Figure 2 V Series™ Prime 12-Pocket High-Speed Sorter

## JCM Connects with Customers at NIGA 2021

JCM Global was grateful for the opportunity to see our customers in person and showcase JCM's innovative technology solutions at NIGA 2021.

The crowd surpassed the turnout at the previous NIGA Las Vegas convention, and JCM's dedicated Sales team was there to listen to customer needs and assist them in finding the perfect JCM Solutions.



JCM Global connects with Customers at NIGA 2021

## 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	3b
EBA-40	2	UBA-RC	3
ICB 3.0 Web Reports Ops Manual	3	UBA Pro RT/RQ	A
iPRO	2	VEGA	5
iPRO-RC	3	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.

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