

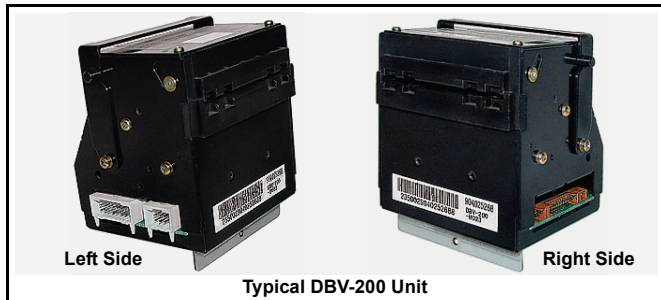
www.jcm-american.com

The JCM Website provides the tools required to service all of our products. This includes a software information database containing DIP Switch information, Customer Notifications, Product Manuals, Diagnostic Applications and much more.

Latest JCM Software Listing

UNIT	ID	Version*	CRC or Check Sum
UBA-10/11-SS	ID-003	V1.71-16	AD3C
UBA-10/11-SS	ID-003 Aristocrat Only	V1.76-17	5DF3
UBA-10/11-SS	ID-024	V1.77-17	719A
UBA-14/24-SS/SU	ID-003	V-1.71-16	CRC=7B3F
UBA-14/24-SS/SU	ID-0G8	V-1.76-63	CRC=487D
UBA-14-SS & UBA-24-SS/SU	ID-024	V1.92-27	CRC=EA7A
UBA-14-SS & UBA-24-SS/SU	ID-028	V1.76-13	CRC=650A
WBA-12/13-SS	ID-003	V-3.75-32i*	C9AB
WBA-12/13-SS	ID-022/023	V-3.75-03i*	90D5
WBA-12/13-SS	ID-044C	V-3.75-05i*	FE10
WBA-12/13-SS	ID-044	V-3.75-05i*	D716
WBA-12/13-SS	ID-024	V-3.75-34	CD3B
DBV-200-B0/B1	ID-022/023	V-2.61-04-03	79E0
DBV-200-A2/A3	ID-044P/045P	V-2.70-05	AA03
DBV-200-A2/A3	ID-044WP/045WP	V-2.61-05	19F7
DBV-200-B4/B5	ID-024	V-2.70-11	6C31
DBV-200-B4/B5	ID-003	V-2.61-02	9E55

Parts are Parts



End of an Era

The DBV-200 Bill Validator

JCM introduced the DBV-200 Bill Validator Head as an optional upgrade to the DBV-14x Series of Bill Validators. The DBV-200 offered enhanced Optical sensing capabilities, and a greater on-board memory size allowing the Unit to accept the newer, larger Head USD Banknotes. The increased memory also allowed the DBV-200 to offer an on-board Diagnostic capability to the user, and a Self Calibration Mode that greatly simplified Validator calibration.

JCM announced the discontinuance of this product in 2006, and over the past 10+ years the DBV-200 has been a strong member of the JCM product family.

However, as this year draws to a close, so does the Service Parts, Software Updates, and Service Support for the DBV-200 Product Line.

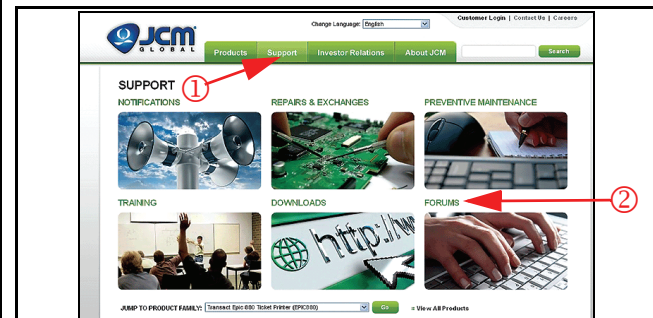
* an "i" suffix indicates Intelligent Cash Box option.

The list of JCM Banknote Validator Software provided herein notifies customers of the latest versions developed. However, the listing does not identify versions approved by gaming jurisdictional authorities for actual use. Customers should consult JCM's Parts Sales departments concerning approved versions for jurisdictions of intended use.

Technical Notes

Q: Where can I go to find answers concerning the JCM Product Line?

A: The new FORUMS area on jcmglobal.com Website provides interactive support for any JCM Product. MouseClick on "Support" ① and then on "FORUMS" ②.



Save Time and Labor with JCM's Intelligent Cash Box System

The ICB® (Intelligent Cash Box) system is a unique cash management system that allows the operator to track a Cash Box and its contents through the entire cash storage process. The ICB system eliminates the need for dedicating cash boxes to specific machines, or putting barcode identification labels on the cash boxes. The cash boxes are tracked electronically eliminating most variance issues, and with the custom reports provided to each department, accuracy and efficiency is greatly improved.





FREE REGIONAL USA TRAINING

Give your technicians the tools they need to keep your customers happy and your equipment running at peak efficiency.

For the local and regional training schedule visit:

<http://www.jcmglobal.com/en/support/training/calendar.aspx>

Technical Bulletin 200912 December 2009



Holiday Message

As 2009 draws to a close, we look back and are thankful for the opportunity to serve our Customers once again.

We look forward to continuing to offer the highest quality products and services to our customers in the future.

To all our loyal friends and their families, we wish the happiest of Holiday Seasons, and look forward to a prosperous New Year.

	JCM TECHNICAL SUPPORT CONTACTS		
	General Product Support:		
	Toll Free Product Support	(800) 683-7248	techsupport@jcm-american.com
	Training	(800) 683-7248	training@jcm-american.com
	After Hours Support		
	<p>JCM American prides itself in offering the best customer service in the industry. We prove this by offering a 24 hour hotline, where Technical Support Personnel can be reached at any time, 7 days a week. To reach our 24/7 after hour's hotline, just follow these three easy steps:</p> <ol style="list-style-type: none"> 1. Call JCM American at (800) 683-7248, then 2. Select "Option 5" and wait for the call to be transferred to the JCM after hour's Technical Support line. 3. Speak with a certified JCM support technician about your situation. 		
	TOVIS TECHNICAL SUPPORT CONTACTS		
	Tovis Support Center		
	Product Support - Tovia Service Center	(702) 263-5560 (Mon - Fri, 9am - 5pm)	roy@tovism.com
	Parts & Service	(702) 263-5560	roy@tovism.com
	TRANSACT TECHNICAL SUPPORT CONTACTS		
	Product Support	(877) 748-4222 Option-3	techsupport@transact-tech.com
	Parts	(877) 748-4222 Option-2	techsupport@transact-tech.com
	Service	(877) 748-4222 Option-2	http://www.transact-tech.com/tsg/rma.html

JCM 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.