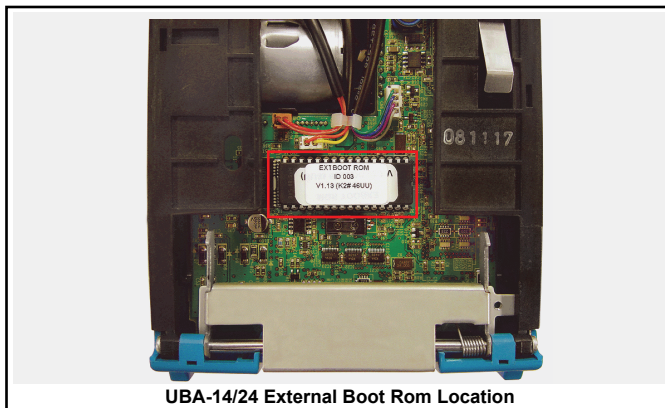


www.jcmglobal.com

The JCM Global 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 more.

Parts are Parts



UBA-14/24 External Boot Rom Location

Part No. 300-200080R

Description: External Boot ROM for a UBA-14/24

Usage: The External Boot ROM on the UBA-14/24 Validator must match the Software that is installed in the Unit. The External Boot ROM is the start-up or initialization Application for the UBA-14/24 Unit.

To order the correct External Boot ROM, use Part Number 300-200080R and then specify the Protocol, Version and CRC as listed in the following Table.

Protocol	Version	CRC
ID-024 or ID028	1.29	AEC9
ID-003	1.13	C3AC
ID-0G8	0.37	2496

Note: To confirm the current External Boot ROM Version required, refer to the Software Information Sheet at: <http://www.jcmglobal.com/en/support/downloads/SoftwareInfo.aspx>.

Latest JCM Software Listing

UNIT	Country	ID*	Version†	Check Sum	CRC
UBA-10/11-SS	USA	ID-003	V2.08-31	3EA6	0E97
UBA-10/11-SS	USA	ID-024	V2.08-17	19A2	39B7
UBA-14/24-SS/SU	USA	ID-003	V-2.08-23		6B08
UBA-14/24-SS/SU	USA	ID-0G8*	V-2.08-66		31E6
UBA-14-SS & UBA-24-SS/SU	USA	ID-024	V2.08-28		6359
UBA-14-SS & UBA-24-SS/SU	USA	ID-028*	V2.08-18		1866
UBA-25-SS/SU	USA	ID-024*	V2.05-28	2CB2	
UBA-25-SS/SU	USA	ID-028*	V2.06-18	05D6	
iVIZION-SS/SU	USA	ID-003	V-1.70-15		97E6
iVIZION-SS/SU	USA	ID-024	V-1.70-12		0DAD
iVIZION-SS/SU	USA	ID-028	V-1.64-21		4821
UBA-10/11-SS	EUR5	ID-003*	V-2.05-38	7E8E	9527
UBA-10/11-SS	SWE	ID-003*	V-2.05-20	A3E5	95B2
UBA-10/11-SS	ZAF	ID-003	V-2.05-20	E57F	2F46
UBA-10/11/12-SS	BWA	ID-003*	V-1.96-20	D605	3342
UBA-10/11/12-SS	BGR	ID-003*	V-2.06-40	B975	1206
UBA-10/11/12-SS	NAM	ID-003*	V-2.05-20	D12C	A4C1
UBA-10/11/12-SS	TUR	ID-003*	V-2.05-24	557D	C70D
UBA-10/11/12-SS	DNK	ID-003	V-2.08-40	2956	AE34
UBA-10/11/12-SS	DNK+EUR5	ID-003E*	V-2.08-40	E186	8F70
UBA-10/11/12-SS	BIH	ID-003*	V-2.05-20	88F1	D73A
UBA-14-SS & UBA-24-SS/SU	EUR5	ID-003*	V-1.95-20		2BB1
UBA-14-SS & UBA-24-SS/SU	ZAF	ID-003*	V-2.05-20		0653
UBA-14-SS & UBA-24-SS/SU	GBR+SCO	ID-003*	V-2.06-21		6B08

* an asterisk signifies this ID# does not appear on the JCM Web Site.

† an "i" suffix indicates Intelligent Cash Box Option compatibility.

The list of JCM Banknote Validator Software provided herein notifies Customers of the latest Software Versions developed. However, the listing does not identify Versions approved by Gaming Jurisdictional Authorities for actual use. Customers should always consult the JCM's Parts Sales Departments concerning approved Versions for use in their specific jurisdictions intended for operation.

Current Service Manual Releases

Product	Revision	Product	Revision
DBV-30X	4	DT-200 BlueWave 2	4
EBA-03	2	iVIZION	3
ICB	3	UBA-RC	A
Taiko (PUB-7/11)	3	TBV	1
TSP-02	D	ICB Service Manual	4
EBA-3X	4	ICB Web Reports Ops Manual	1
UBA 10/11/14/24/25	3a	Vega-RC	1
iPRO	A*	iPRO-RC	A*

* NOTE: Release updated this Month.

Improve Efficiency, Get Information Quickly with JCM's Sentry 2 Bezel

The new Sentry 2 Bezel uses the latest LCD technology to enhance the customer experience. Multiple languages are supported and custom graphics can be displayed. Settle disputes quickly with a single click of the Remote Access Device (RAD). When clicked, the last 5 Banknotes or TITO Tickets inserted will be displayed along with their direction of insertion. Technicians can quickly determine the status of the Cash Box, Validator Acceptance Rate and Software information, all without opening a Game Door.





FREE REGIONAL 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>

Technical Bulletin 201209 September 2012

Technical Tips

Question: What kind of support is available from JCM?

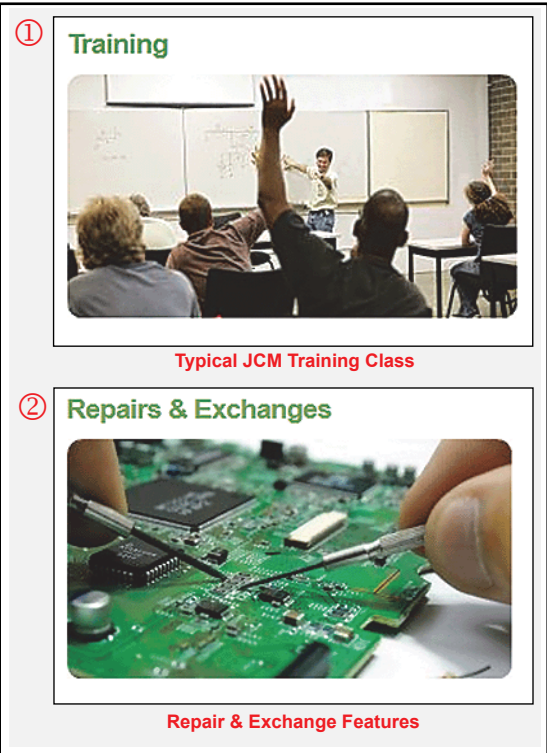
Answer: JCM Customer Service contains several support functions which sets the industry standard for Service and Quality.

Training – The JCM Training Department provides training on all the JCM products ①. JCM certified training is conducted at JCM offices, at designated Regional Training locations and at customer locations. Check the JCM Global Web Site for the latest Training Schedule. For more information E-Mail JCM training at training@jcmglobal.com.

Documentation – The Documentation Department is responsible for creating and maintain the various documents that support the JCM products. Document types include Operation and Maintenance Manuals, Training Overviews, Integration Guides, Operations Guides and Installation Guides. All JCM documentation is available at <http://www.jcmglobal.com/en/support/support.aspx>.

Technical Support – Certified JCM Technical Support is available 24 hours per day, 7 days a week. Call (800) 683-7248 or local (702) 651-0000 and request to be connected with a JCM Support Technician. Please note the after hours option has changed. Call one of the above numbers and select Option #1 when prompted. JCM Support can also be contacted via e-mail, techsupport@jcmglobal.com.

Repairs and Exchanges – JCM provides direct warranty and non-warranty repair and service on all JCM Products through our Service/Repair Department ②. All serviced equipment is cleaned, calibrated, and quality tested prior to being returned. For repairs and exchanges go to: <http://www.jcmglobal.com/en/support/repair.aspx>.



Typical JCM Training Class

Repair & Exchange Features

Typical JCM Global Website Service Features

JCM TECHNICAL SUPPORT CONTACTS		
Headquarters (Japan)		
Sales and Service	81-6-6703-8405	hq-jp@jcmglobal.com
Europe, Africa, Russia, Middle East		
Sales and Service	49-211-530645-0	hq-eu@jcmglobal.com
Australia, Oceania		
Sales and Service	61-2 9648 0811	ipayne@jcmglobal.com
Southeast Asia		
Sales and Service	853 28 72 2648	asiapactechsupport@jcmglobal.com
North/South America/Canada/Caribbean		
Toll Free Product Support	(800) 683-7248 or (702) 651-0000	techsupport@jcmglobal.com
After Hours America's Support		
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:		
1.) Call JCM American at (800) 683-7248.		
2.) Select "Option 1" 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.		

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