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Parts are Parts

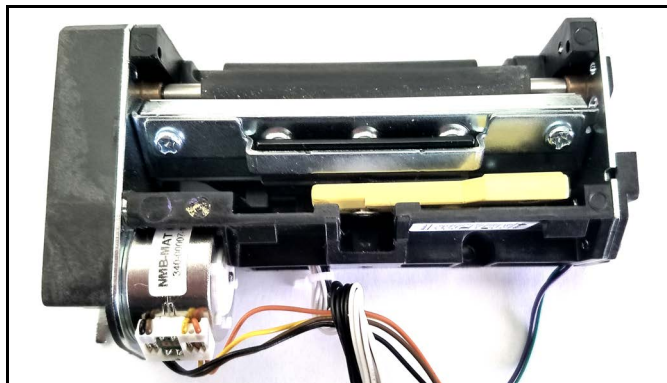


Figure 1 GEN5® Print Mechanism Assy (P/N 400-00023-100)

Part No. 400-00023-100

Description: Assy, Print Mechanism GEN5®

Usage: The GEN5 Print Mechanism Assembly (Figure 1) is used on the GEN5 Printer, and provides quick and easy replacement of the Print Mechanism and associated components. The GEN5 Print Mechanism Assembly components include the Print Head, Print Head Motor, Platen Roller, TOF (Top of Form) Sensor and harnesses. Cleaning of the GEN5 Print Mechanism Assembly Print Head is part of a comprehensive maintenance program designed to improve ticket print quality, printer performance and customer satisfaction.

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	5501B	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
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 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 for more information.

JCM Global® Digital Signage Solutions Elevate Inside and Out

Designed to brighten any space, JCM's line of Digital Signage Solutions transforms interior and exterior environments into stunning viewing experiences. Pylons, marquees and billboards welcome guests with the brilliance and superior color performance of JCM's exterior digital signage. Using digital signage ranging from video walls to restaurant displays, operators can also communicate directly to guests in their indoor casino venues with programmable content. Whether curved or flat, indoors or outdoors and mounted or suspended, JCM Digital Signage Solutions are customized to realize your vision.





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 for more information or to register for classes.

Technical Bulletin 202309 Sept 2023

Discover JCM's Personal Technology Roadmap at G2E Booth #4039 Oct. 9-12, 2023 Venetian Expo, Las Vegas

At G2E 2023, JCM Global® (JCM) will present a Personalized Technology Roadmap that enhances the Player's journey throughout the Casino.

Revvng The Engines

The journey begins at the Gaming Machine or Table Game, where JCM's award-winning Transaction Technologies - including the iVIZION® and UBA® Pro Bill Validators - ensure guests can begin their play with the fastest and most secure Validation Technology available in Class III Gaming.

Keeping the Customer Engaged

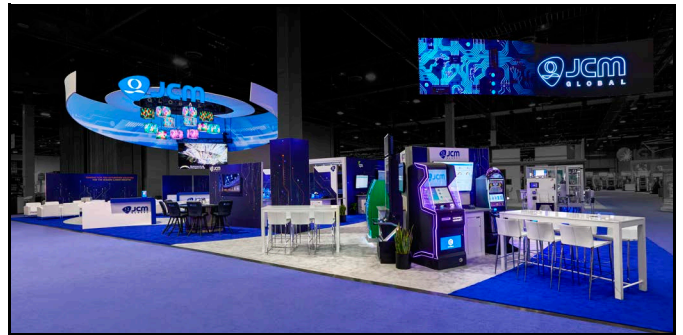
JCM's patented FUZION Technology® System further enhances the customer experience with mobile-powered cashless transactions. FUZION gives Players another transaction choice to enjoy their favorite games.

Increasing Efficiencies

Innovative TITO printing solutions like the GEN5® Thermal Printer, CouponXpress™ Printer, PromoNet® System and TITA allow Casino operators to deliver fast and accurate payouts as well as Promotional Offers for both carded and uncarded players. The technology journey continues back of house where JCM's ICB® Intelligent Cash Box System and ICB® ASAP® Robotic Automation Unit quickly, accurately, and automatically account for Transactions and Assets.

Elevating the Customer Experience

Throughout the Casino and Resort, JCM Digital Signage Solutions (DSS) elevates the customer experience and provides opportunities for casinos to deliver their brand messages in dynamic, virtually unlimited ways. JCM solutions are found throughout the gaming environment, and empower Casino Operators to raise their Player experience to new levels.



Click Above to Receive a Complimentary Expo Hall Pass to G2E 2023

Get a Complimentary G2E 2023 Expo Hall Pass

Click on the photo above for a Complimentary Expo Hall Pass and visit JCM at G2E Booth #4039 to find out how our team can deliver on a Technology Roadmap that brings results to elevate your business.

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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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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