



# Customer Notification



**Notification No.:** 20150130      **Version:** 2.0      **Page:** 1 of 2  
**Release Date:** February 11, 2015      **Effective Date:** February 11, 2015  
**Notification Status:**     Advisory       Mandatory       Announcement  
**Classification:**       Firmware       Hardware       Policy/Procedure  
**Description:**      iVIZION-100 USA Firmware Upgrade  
**Hardware:**      iVIZION-100      **Territory:**      All  
**Interface:**      ID-003, ID-024, ID-028      **Check Sum:** N/A  
**Firmware Version(s):**      Multiple      **CRC (seed = 0000):** N/A

## Conditions:

JCM Engineering received field reports from multiple customers on the iVIZION-100 v2.35-xx USA firmware release for the following conditions:

- Excessive Note/Ticket Returns identified as BILL LENGTH errors
- ICB Disabled after firmware installation
- ICB Data Fields Cleared after firmware installation
- USD 5.3 Acceptance Rate decrease
- Initialization Response Time delay during Sensor Auto-Calibration

During investigation JCM Engineering verified these conditions apply only to the following firmware:

Model – Country	ID	Version	Checksum	CRC16
iVIZION-100 – USA	ID-003	v2.35-36	FBFB	00B7
iVIZION-100 - USA	ID-024	v2.35-15	AE77	D7A3
iVIZION-100 - USA	ID-028	v2.35-29	6CF5	B345

## Resolutions (Updated – 2/11/2015):

On February 11, 2015 JCM released new iVIZION-100 USA firmware for all protocols (ID-003, ID-024, ID-028). JCM is working with our OEM partners and regulatory and testing agencies to expedite release of the new firmware versions to the field.

## Notes:

The intent of this announcement is to accurately reflect information available at the time of this writing. This information can change or be modified at any time with no formal notification requirements. Please contact your local JCM Sales Representative or JCM Customer Service at (800) 683-7248 for additional information.



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## Resolutions – Continued (Updated 2/11/2015):

After review by our Engineering group, the following modifications were added to the firmware:

- **Machine Operation:** Modified iVIZION to prevent quick rejection of a note when the note is briefly held near the entrance.
- **Machine Operation:** Modified ICB to keep settings after the version is updated.
- **Banknote Recognition:** Improved acceptance: USD5.3 series notes.
- **Machine Operation:** Modified the Pause process to prevent reject during quick insertion.
- **Banknote Recognition:** Added counterfeit countermeasures: USD100.1 series notes.
- **Banknote Recognition:** Improved double note detection: USD20.3 series notes.
- **Machine Operation:** Improved the acceptance of Tickets with wide barcodes.
- **Interface:** Modified iVIZION to keep the "Reject Status" for at least 30 seconds until receiving the Status Request.

The new versions released to our OEM partners are:

Model – Country	ID	Version	Checksum	CRC16 (Seed 0000)
iVIZION-100 – USA	ID-003	v2.39-37	798B	AAE1
iVIZION-100 - USA	ID-024	v2.39-15	F6BC	16FD
iVIZION-100 - USA	ID-028	v2.39-29	C481	F99C

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