JCM GLOBAL

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Release Date:	January 30, 2015	**Effective Date:**	January 30, 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:

On February 9, 2015 new iVIZION-100 USA firmware for all protocols (ID-003, ID-024, ID-028) will be released to our OEM partners to resolve the identified conditions. 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.