



# Customer Notification



**Notification No.:** 20151123

**Version:** 1.0

**Page:** 1 of 2

**Release Date:** November 23, 2015

**Effective Date:** November 23, 2015

**Notification Status:**  Advisory  Mandatory  Announcement

**Classification:**  Firmware  Hardware  Policy/Procedure

**Description:** JCM Global® Firmware Development Requests

**Hardware:** All

**Territory:** All

**Interface:** N/A

**Check Sum:** N/A

**Firmware Version(s):** N/A

**CRC (seed = 0000):** N/A

## Conditions:

JCM Global is improving and simplifying the various methods that have been used to submit Firmware Development Requests for Bill Validators, Banknote Acceptors, Thermal Printers, and other JCM Global products.

## Resolution:

To simplify and make the Firmware Development Request process less confusing, faster and more efficient, JCM Global has implemented a standard procedure to request Firmware for all JCM Global Products.

To request Firmware for JCM Global Products:

1. From your web browser, go to <http://www.jcmglobal.com>
2. Click the **Support** tab
3. Click on **Firmware Request** in the **Support > Downloads** column on the left side of the page.
4. Complete the **Firmware Request Form** (see Page 2 of this Customer Notification), then click the **Send** button at the bottom of the page.

The submitted Firmware Development Request will be routed to the appropriate department for processing.

**Future Enhancement:** JCM Global's new **Firmware-JCM Global Exchange** site (accessible from the **Support** tab) will further simplify the Firmware request and distribution process, and is expected to be activated late December 2015.



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## Resolution (continued):

A sample **Firmware Request Form** is shown below:

**Firmware Request Form**

Please complete the form below for each Bill Validator/Printer firmware you require and a representative from JCM will contact you. Every field is required unless otherwise noted. To help process your request, please only include 1 Bill Validator/Printer model, 1 firmware version, 1 OEM, and 1 Game Name/Type per request. Otherwise, your request may be delayed and/or not approved.

**Note to Pennsylvania Casinos:** Due to PA state regulations, please contact the appropriate EGM for firmware requests. Thank you.

Existing Firmware Request\*  New Bill Validator Request\*  New Printer Request\*

\*Existing Request: Uploaded in 2 business days  
\*New Firmware Request: Reviewed internally in 2 business days; responded to in 7 business days

First Name: \_\_\_\_\_  
Last Name: \_\_\_\_\_  
Company Email Address: \_\_\_\_\_  
Company Name: \_\_\_\_\_  
Company Street Address: \_\_\_\_\_  
Company City: \_\_\_\_\_  
Company State/Province: \_\_\_\_\_  
Company Zip/Postal Code: \_\_\_\_\_  
Company Country: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Fax Number: \_\_\_\_\_

For Jurisdiction Name, Model, Firmware Version, OEM Gaming Manufacturer, Game Name/Type: Only one per request.

## Note:

This notification reflects current information available at time of publication. This information is subject to change without notice. Please contact your local JCM Sales Representative or JCM Customer Service for additional information.

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