

Customer Notification



Notification No.: 20260817

Version: 1.0

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Release Date: August 21, 2026

Effective Date: August 21, 2026

Notification Status: ☒ Advisory ☐ Mandatory ☐ Announcement

Classification: ☐ Firmware ☒ Hardware ☐ Policy/Procedure

Description: USB Data Cable, Male Type A-to-Type C

Hardware: UBA® Pro/iVIZION®2 Bill Validators,
BlueWave®DX Tool

Territory: All

Interface: N/A

Check Sum: N/A

Firmware Version(s): N/A

CRC (seed = 0000): N/A

Condition:

JCM Global® Engineering has received reports of USB charging cables being used with the UBA® Pro and iVIZION®2 Banknote Validators and BlueWave®DX Tool.

Resolution:

Data cannot be transmitted using a “charging-only” USB cable.

The proper cable must be a USB data cable, Male Type A-to-Type C connector.

The USB data cable can be ordered from JCM Global:
Part Number 302-000017R USB-C to USB-A 3.1, Nylon-Braided, 5Gbps High-Speed data.

For more information about product upgrade availability and the latest JCM product innovations, contact your local JCM Sales Representative.

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.