

**Department**

External Computer Services

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1.1

## JCM Gen5 printer barcode correction



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## I. REVISION HISTORY

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Version	Authors	Date	Comments
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1.1	Jesse Maurer	Date 2021-06-08	Document creation

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## II. TABLE OF CONTENTS

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# 1 JCM GEN5 PRINTER BARCODE CORRECTION

## 1.1. Introduction

Sometimes the JCM Gen5 printer loses its template, and the barcode will not print at the correct location on tickets.

To solve the issue, you must send the template from the menu.

Go into operator menu / peripheral / printer / send template.

If the game is a raptor game that does not support the JCM Gen5 printer, you need to select Futurelogic Gen2 in the printer selection. Send template will not work for the JCM Gen5 printer when a Gen2 printer is selected.

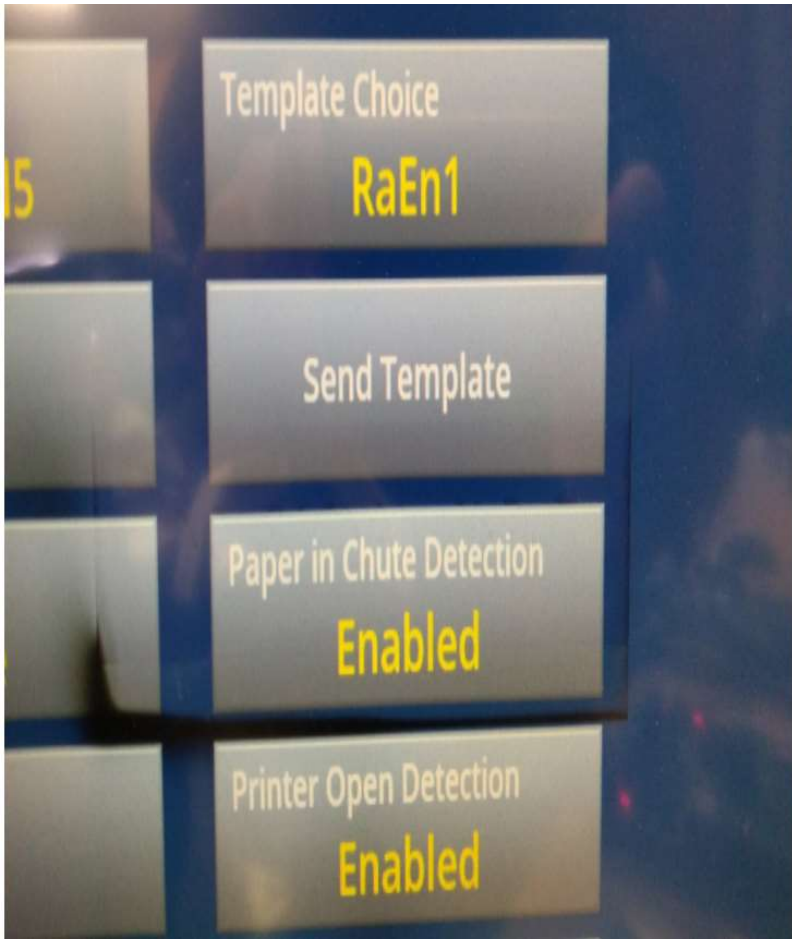
If this is the case, you will need to use the factory test disk: G2-BLU-RAMCLEAR-FACTTEST 2.0.1 - CE6D0CE2

## 1.2. Step-by-step instructions

- 1 - Power off the machine
- 2 - Remove the game SSD
- 3 - Install the factory test disk on the board
- 4 - Power on the machine
- 5 - Browse to configuration / printer
- 6 - Select printer Model JCM Gen5
- 7 - verify the template choice is at RaEn1
- 8 - press send template button
- 9 - Print a test ticket to see it is now ok
- 10 - if ok power off the machine
- 11 - Installing the game SSD on the board
- 12 - Do not send template from the game or you have to start over

## 1.3. Example pictures





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# CONTACT US


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If you have any question, comment or feedback, please use the contact details provided below.

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