



# Customer Notification



**Notification No.:** 20151204

**Version:** 1.0

**Page:** 1 of 2

**Release Date:** December 04, 2015

**Effective Date:** December 04, 2015

**Notification Status:**  Advisory  Mandatory  Announcement

**Classification:**  Firmware  Hardware  Policy/Procedure

**Description:** JCM Global® GEN2™ Universal Printer CPU EOL

**Hardware:** GEN2™ Universal Printer

**Territory:** All

**Interface:** N/A

**Check Sum:** N/A

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

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

## Conditions:

The CPU (Central Processing Unit) used in the FutureLogic® GEN2U™ Printer product line was discontinued in 2010 as part of an End of Life (EOL) program by the processor manufacturer. JCM has continued to source this CPU since its acquisition of FutureLogic in 2014, and currently has sufficient CPU inventory to last into the third quarter of 2016. Note that the current CPU Board will no longer be available as of Q3 2016. This EOL program impacts the following Printers/CPU Boards:

Printer Model	Old CPU Board Part Number	New CPU Board Part Number
PSA-66-ST2 R (RS-232)	140-00161-105	140-00243-102
PSA-66-ST2 U (USB)		
PSA-66-ST2 N (Netplex)		

## Resolution:

JCM Engineering has designed a new CPU Board and has updated the GEN2U Firmware to Code Base 2, Type 5. The GEN2U Printer with new CPU Board/Firmware will be called the GEN2U Revision B. The new CPU Board will be integrated into the current GEN2U Hardware design, and the GEN2U Revision B Printer will maintain the current Mechanical design, reliability, and quality of the GEN2U Printer product line.

All current GEN2U Printer Units will continue to be supported, and there will be no impact on the repair or maintenance of the product. Additionally, once the GEN2U Revision B is released, any current GEN2U Printer may be upgraded to the GEN2U Revision B level by replacing the CPU Board, the Product labels, and upgrading to the Type 5 Firmware.

Printer Model	Old Lid Label Part Number	New Lid Label Part Number	Old Tray Label Part Number	New Tray Label Part Number
PSA-66-ST2 R (RS-232)	362-00047-107	362-00047-500	362-00136-103	950-000014R
PSA-66-ST2 U (USB)				
PSA-66-ST2 N (Netplex)				

JCM is working with its OEM Partners and with Regulatory and Testing Agencies to expedite the approval and release of the GEN2U Revision B hardware into the global market. A future announcement will be made when the GEN2U Revision B Printer begins mass production.

Sample product photos identifying the GEN2U and the GEN2U Revision B Units are shown on page 2.



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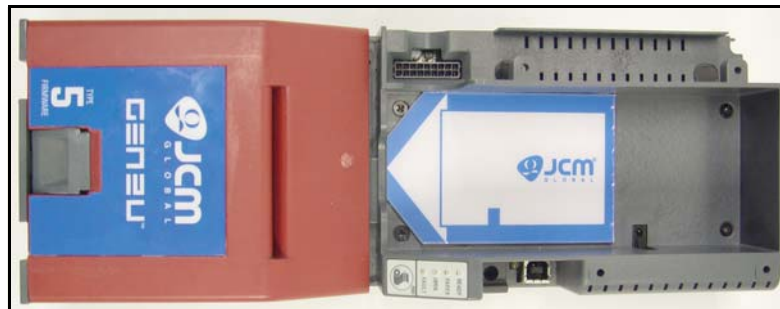
**CRC (seed = 0000):** N/A

**Resolution (continued):**

The GEN2U Unit is shown below:



The GEN2U Revision B Unit is shown below:



**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.