Cassida
5510

Caring about your money

care about money

speed

counterfeit detection

operation ease

design

support

quality

USER MANUAL

CASSIDA 5510 DIGITAL CURRENCY COUNTER

This manual contains important information on safety measures and operational features, please read it carefully before operating your currency counter and keep it for future reference.

Table of contents:

1. INTRODUCTION

1.1 ABOUT CASSIDA 5510 SERIES

Thank you for choosing the Cassida 5510 series currency counter. We hope you enjoy using it.

Cassida 5510 series currency counters are sophisticated yet simple to operate money processing machines. They will save you time and reduce errors of counting by swiftly and precisely counting stacks of bills at a speed of 1000 notes/minute. Cassida 5510 series will also enable you to add up totals and batch necessary amounts into separate stacks. All these features come together with built-in counterfeit detection system which uses ultraviolet "UV" (and magnetic "MG" 5510 UV/MG model) ink detection and alerts you immediately for any suspicious bill.

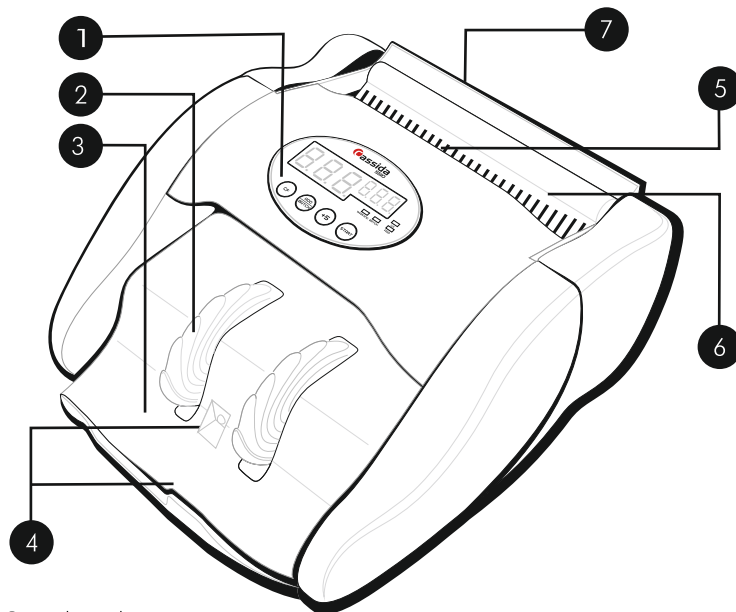Cassida 5510 series make an invaluable aid in banks, retail stores, groceries, carwashes, gas stations, bars, nightclubs, restaurants, movie theaters and in any other cash intensive environment.

1.2 BOX CONTENTS

- Cassida 5510 DIGITAL CURRENCY COUNTER
- Spare parts kit:
    - set of rubber rollers
    - rubber sheet
- Maintenance kit (optional)
    - cleaning brush
    - cleaning cloth
    - cleaning spray
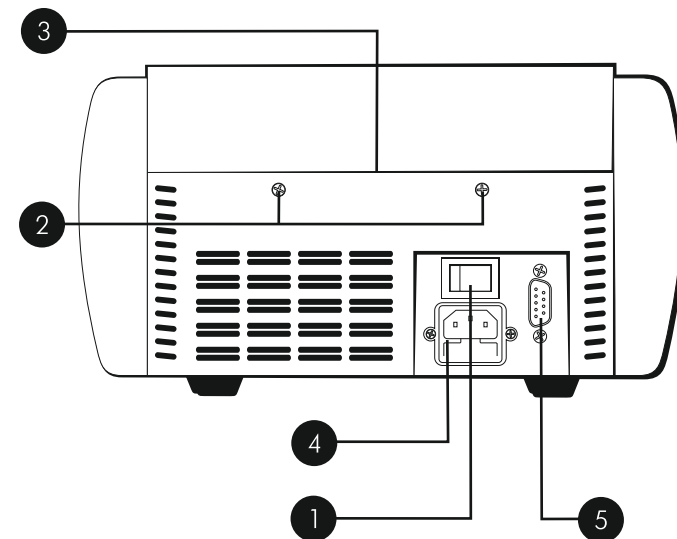- User manual

1.3 FRONT AND REAR VIEW

Front view

1. Control panel
2. Stacking rollers   - transport counted bills into the stacker
3. Stacker   - holds counted bills
4. Stacker sensors   - signal presence of bills in the stacker
5. Hopper sensor   - signals presence of bills in the hopper
6. Hopper   - holds bills that need to be counted
7. Retractable handle - used to carry the counter

Rear view

1. Power switch   - turns the power on and off
2. Fastening screw   - opens the back part of the machine
3. Feeding gap adjustment screw - adjusts for different bill thicknesses (narrow for brand new ones - wide for worn out ones) **Note: Please do not change this setting unless you the machine displays recurrent DBL or Chn error messages.**
4. Power outlet   - to connect the power cord
5. RS 232 Port   - customer display connection port

Cassida

1.4 CONTROL PANEL 5510

ADD/BATCH"   - to switch between adding, batching and simple counting modes
"+5"   - to select one of the preset batch numbers
"CF"   -to activate UV (or MG -5510 UV/MG model only) counterfeit detection
"START"   -to restart operation
1. Screen A   -displays the present count
2. Screen B   -displays selected batch number in batching mode, total number of bills
                    counted in adding mode and is blank when in counting mode.

Indicators:
"ADD" indicator   -is the adding mode indicator, will be lit up when in this mode.
"BATCH" indicator -is the batching mode indicator, will be lit up when in this mode.
"UV" indicator   - UV detection indicator, will be lit up while this feature is on
"MG"indicator   - MG detection indicator, will be lit up while this feature is on (5510
                     UV/MG model only)
"WARNING" indicator - this indicator will turn on together with sound alert when your
                      attention is required.

1.5 SPECIFICATIONS

Power supply:	100-120 VAC 50/60Hz
Power consumption:	< 80 Watts
Counting speed:	Approx 1000 bills/min
Applicable bill thickness:	0.075-0.15 mm
Hopper capacity:	200 new bills or 100 old bills
Stacker capacity:	200 new bills or 100 old bills
Batch Range:	0 - 100 banknotes (multiples of 5)
Feeding System:	Roller Friction System
Screen A:	Three Digit (LED)
Screen B:	Three Digit (LED)
Counterfeit detection :	UV (UV and MG for 5510 UV/MG)
Ambient Temperature:	0°C - 40°C (32°F-104°F)
Operating humidity:	40% - 90%
Size:	280 * 250* 150 mm (11" X 9.8" X 5.9")
Weight:	5 kg (11 lbs)

1.6 IMPORTANT SAFETY NOTES

When using this product, basic safety precautions should always be taken, including the following:

• Do not use this product in areas where it may be exposed to water or any other liquids.
• Unplug this product from the wall outlet before cleaning. Use a damp cloth or specifically designed maintenance products such as cleaning spray or cleaning cards.
• To avoid the risk of electrical shock, do not disassemble this unit. Disassembling the unit will expose you to dangerous voltages and other risks. Incorrect re-assembly can cause electrical shock when the appliance is subsequently used. Take it to a qualified technician when service or repair is required. Do not try to replace the parts yourself. Supplied spare parts are intended for use by a qualified personnel only.
• Only use the power cord supplied with the unit . Plug the power cord into a properly grounded wall outlet. Do not remove the ground pin from the power cord. Failure to

properly ground the unit can result in severe injury or fire.
- Make sure the device is installed on a flat surface. Do not operate the unit in areas with high temperature, humidity or smoke: it may prevent it from working correctly.
- This product is designed for indoor use in a ventilated environment. Keep the unit away from direct sunlight and strong magnetic fields which could interfere with the counterfeit detection sensor.
- When not using this product for an extended period of time, remove the power plug from the wall outlet.
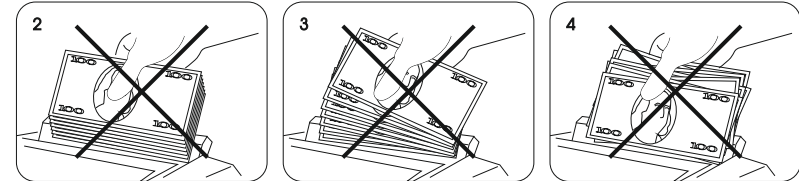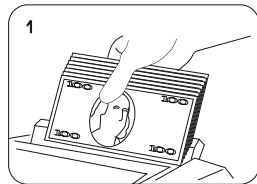
2. GETTING STARTED

2.1 POWERING UP

Please make sure the hopper is empty and turn the power switch on. The unit will conduct a self-check by spinning the counting wheels several times. Both screens will display "0" when the unit is ready.

2.2 LOADING THE HOPPER

It is important to load the hopper correctly in order to avoid jams and speed up the operation of the counter.

When loading the hopper make sure the edges of the bills are not flush. Refer to diagram below to ensure that bills are fanned out in the right direction the lowest bill in the stack should the bill that is closest to you (when you are in front of the counter)

3. OPERATING MODES

3.1 COUNTING MODE

After the machine is turned on, it defaults to counting mode. To switch to counting mode from another mode press the "add/batch" button until both "add" and "batch" indicators are off. To count bills place them in the hopper (follow the procedure described in 2.2 Loading the hopper)
The machine will start counting automatically and will move the bills from the hopper to the stacker as it counts them. The machine will stop counting when the hopper is completely emptied and will emit a confirmation beep
The counted number of the bills will be displayed on the screen A. Remove counted bills from the stacker and place more bills into the hopper. Screen A will clear itself of previous count before machine starts counting the new stack.

To keep counting without emptying the stacker:
The Cassida 5510 incorporates user error prevention system specifically designed to eliminate any possible counting errors by user. When the unit is in counting mode, it will help you avoid accidentally mixing separated stacks. When the stacker has not been emptied the counter will not count additional bills unless you press the "start" button. Be sure not to accumulate more then the stacker can hold (200 new bills or 100 old bills), as this will cause jamming and may lead to a motor issue.

3.2 BATCHING MODE

To switch to batching mode press the "ADD/BATCH" button until the "BATCH" indicator is on.
The default batch number is 100, it is displayed on the screen B. If you would like to change the batch number, press "+5" to select from preset batch numbers (multiples of 5, from 0 to 100)
The machine will start counting automatically once bills are placed in the hopper. As soon as the machine counts the desired batch number it will stop and emit a confirmation beep. Screen A will show number of bills in the counted batch. When stacker is emptied machine will automatically start counting to preset batch number again.
If the number of counted bills in the stacker does not reach the preset batch number, screen A will blink with the actual number counted to alert you.
If you want to complete the batch just place more bills in the hopper and unit will automatically count the required number of bills to finish the batch.
Changing the batch number:
Wait until the machine stops counting, press the "+5" button until the desired number is displayed on the screen B.
To resume batching press the "start" button.
A) If the previous batch was completed, the machine will start counting to the newly set batch quantity.
B)If the previous batch was not completed, the machine will automatically count necessary number of bills to complete the newly set batch quantity once the hopper is refilled. However, if the newly set batch number is smaller than the previous one,the machine will not start counting until the stacker has been emptied.

3.3 ADDING MODE

In this mode the machine enables you to count multiple stacks of bills while keeping track of total amount of bills counted. To switch to adding mode press the "add/batch" button until the "add" indicator is on.
Place the bills into the hopper and the machine will start counting automatically. The machine will emit a confirmation beep once a count is completed The total number of bills counted will be displayed on screen B and the the last count will be displayed on screen A.

Empty the stacker and refill the hopper. The machine will continue counting and adding.

To keep adding without emptying the stacker press the "start" button each time you refill the hopper and the machine will keep counting and adding the new stack of bills to the partially full stacker. Be sure not to accumulate more then the stacker can hold (200 new bills or 100 old bills), as this will cause jamming and may lead to a motor issue.

4. DETECTION FEATURES

4.1 UV COUNTERFEIT DETECTION

The Cassida 5510 UV series are able to check for counterfeit bills using ultraviolet (UV) ink marks present in all US dollar denominations. This function is available in all modes. Press the "CF" button until "UV" indicator turns on. The indicator will be lit up while this feature is on.
The machine will start beeping and stop counting when a counterfeit note is detected and a "UV" message will be displayed on screen B. Additionally, the "warning" indicator will turn on. The machine will continue to alert the user until action is taken To continue counting remove the suspect bill which will be the last one in the stacker and press the "start" button. Machine will start counting again and will not add the counterfeit bill to the count.
Please note that 5510 series counter, like all other counters with integrated detectors present on the market, can not guarantee a counted bill to be genuine or counterfeit. There are several reasons a genuine bill may be recognized as counterfeit or vice versa. Possible reasons include: direct sunlight exposure, worn out bill, excessively dirty bill or highly advanced counterfeiting technique used to produce the bill. Separate equipment may be required to determine definitively whether or not a note is counterfeit.

4.2 MG COUNTERFEIT DETECTION (Cassida UV/MG model only)

The Cassida 5510 UV/MG is able to check for counterfeit bills using magnetic (MG) ink marks present in all US dollar denominations.
This function is available in all modes. Press the "CF" button until "MG" indicator turns on. The indicator will be lit up while this feature is on.

The machine will start beeping and stop counting when a counterfeit note is detected and a "mg" message will be displayed on screen B. Additionally, the "warning" indicator will turn on. The machine will continue to alert the user until action is taken To continue counting remove the suspect bill which will be the last one in the stacker and press the "START" button. Machine will start counting again and will not add the counterfeit bill to the count.

Please note that 5510 series counter, like all other counters with integrated detectors present on the market, can not guarantee a counted bill to be genuine or counterfeit. There are several reasons a genuine bill may be recognized as counterfeit or vice versa. Possible reasons include: direct sunlight exposure, worn out bill, excessively dirty bill or highly advanced counterfeiting technique used to produce the bill. Separate equipment may be required to determine definitively whether or not a note is counterfeit.

4.3 DOUBLE NOTE DETECTION

Bills may stick to each other due to excessive dirt, folding or various other reasons. Cassida 5510 series use infrared light (IR) based technology to determine when 2 bills are stuck together. This feature is activated automatically in all modes for your convenience.
The machine will start beeping and stop counting when a double bill is detected and a "DBL" message will be displayed on the screen B. Additionally, the "warning" indicator will turn on. The machine will continue to alert the user until action is taken Please remove the double note from the stacker. To avoid errors, the unit will automatically reset the count. Move all bills from the stacker into the hopper and recount them.

Double note detection in adding mode:
When in adding mode the machine enables you to continue counting by automatically correcting the total number of counted bills on screen B. You just need to move all bills from the stacker into the hopper for recounting.

4.4 HALF NOTE DETECTION

Cassida 5510 series incorporate infrared light (IR) sensors that notify users if a half note passes through the counting mechanism. This feature is activated automatically in all modes for your convenience.

 The machine will start beeping and stop counting when a half note is detected and a "HLF" message will be displayed on the screen B. Additionally, the "warning" indicator will turn on. The machine will continue to alert the user until action is taken Please remove the half note from the stacker. To avoid errors, the unit will automatically reset the count. Move all bills from the stacker into the hopper and recount them.

Half note detection in adding mode:
When in adding mode unit enables you to continue counting by automatically correcting the total number of counted bills on screen B. You just need to move all bills from the stacker into the hopper for recounting.

4.5 CHAIN NOTE DETECTION

The Cassida 5510 series utilize self checking system that alerts for rare cases when several notes pass through the counting mechanism at once. This feature is activated automatically in all modes for your convenience.

The machine will start beeping and stop counting when chain notes are detected and a "Chn" message will be displayed on the screen B. Additionally, the "warning" indicator will turn on. The machine will continue to alert the user until action is taken. To avoid errors, the unit will automatically reset the count. Move all bills from the stacker into the hopper and recount them.
Chain note detection in adding mode:
When in adding mode the machine enables you to continue counting by automatically correcting the total number of counted bills on screen B. You just need to move all bills from the stacker and into the hopper for recounting.

5. MAINTENANCE AND TROUBLESHOOTING

5.1 MAINTENANCE

Most operational problems can be avoided by regular care and preventative maintenance. Taking regular care of your currency counter will significantly increase its lifetime and help you avoid costly repairs.
To avoid problems:
   Make sure there are no metal clips or rubber bands in the bills you are going to count
   Be sure to follow the proper procedure for loading the hopper, refer to part "2.2 Loading the hopper"
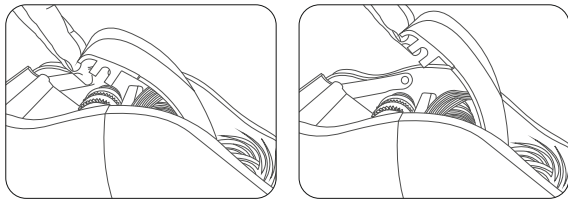
Attention: You should always turn the unit off and disconnect the power cord before cleaning the machine

To get the best results out of your counter the following maintenance is recommended on daily basis:
Clean all the sensors in the unit with a soft brush or a can of compressed air to avoid any paper/dust particles from sticking to the sensors.
Clean all dusted parts of the machine with a can of compressed air. If necessary, clean the inside mechanism with soft brush and slightly damp cloth as shown below.
Lift up the top cover to reach inside.

When not using your counter for an extended period of time, cover it with a drop cloth or plastic sheeting to prevent dust from settling inside.

5.2 TROUBLESHOOTING

Error - message display- please see the table below

Error code	Cause/Action
Error code "2" after self-check when turned on	1. An object is obstructing stacker sensor. Please remove any bills or other objects from the hopper 2 The stacker sensor may have collected dust. Clean the sensor using a soft brush or a slightly damp cloth.
Error code "3" after self-check when turned on.	The counting sensor may have collected dust. Clean the sensor using a soft brush or a slightly damp cloth
UV or MG, count stopped	Counterfeit bill is detected, refer to counterfeit detection section 4.1 and 4.2
DBL, count stopped	Double bill is detected, refer to double detection section 4.3
HLF, count stopped	Half bill is detected, refer to half note detection section 4.4
Chn, count stopped	Multiple notes have passed through at the same time, refer to chain note detection section 4.5
Recurrent DBL or Chn error message	1. Widen the feeding gap by turning the feeding gap adjustment screw counterclockwise. Repeat the procedure until smooth error free count is achieved. 2. If narrowing the feeding help does not help the rubber sheet may have got worn down. Refer to part 5.3 for further action

Other possible errors

Problem description	Cause/Action
Does not function after turned on	Ensure the power cord is connected properly.
Machine fails to detect counterfeit notes	The UV sensor may have collected dust. Clean the UV sensor using compressed air or a soft brush.
The count result is less then the real number of bills	1. Bills incorrectly put in hopper 2. The feeding gap is too wide. This may happen when brand new notes are counted, because their thickness differs greatly from used notes to which machine's gap is adjusted by default. Narrow the gap a little bit by turning the "the feeding gap adjustment screw" (refer to part 1.3 Rear and front view) clockwise and try counting again. Repeat the procedure until suitable gap width is reached
Bills jammed	Turn off the machine. Remove any jammed bills, by turning rollers or wheels manually if necessary. Look for any foreign objects inside the unit - paper clips, rubber band etc. Remove if any. Turn the unit on and restart counting

5.3 WARRANTY

All Cassida products are warranted for a period of one year from the date of purchase.
Warranty does not cover shipment cost to and from Cassida Technical Service Center.
Visit our website www.cassidausa.com for the service center contact information.
If you need to contact Cassida Technical Service Center please have the following information with you:
● Product model: Located on the bottom of your currency counter
● Serial number: Located on the bottom of your currency counter
● Nature of problem: What happens and when does it happen?
● Did machine display an error message?
● Steps already taken to resolve the problem and the results