Cassida 9900R V2 Mixed Currency Counter and Sorter User Manual

9900R V2
moving money forward

USER MANUAL
CASSIDA 9900R V2 MIXED CURRENCY COUNTER & SORTER

Contents

9900R V2 Mixed Currency Counter and Sorter

This manual contains important information on safety measures and operational features. Please read it carefully before operating your bill counter and reader, and keep it for future reference.
While every effort has been made to include all features into this user manual, specifications stated may not reflect all the features of the later software versions.
If you have questions about your Cassida 9900R V2 and its operation, please contact technical support at
www.CassidaUSA.com/support

	CHOKING HAZARD. SMALL PARTS. Not for children under 3 years old.
	WARNING: RISK OF ELECTRICAL SHOCK. This equipment is to be serviced by trained personnel only.
	DO NOT DISPOSE IN TRASH. Follow appropriate local electronics scrap procedure.
	WARNING: HAZARDOUS MOVING PARTS Do not place fingers, hair, clothes, lanyard… near moving parts.

⚠ **PROP 65 WARNING.** This product may contain chemicals known to the State of California to cause cancer, or birth defects or other reproductive harm. **http://oehha.ca.gov/**

Important Safety Notes

When using this unit, basic safety precautions should always be observed, including the following:

- Do not use this unit in areas where it may be exposed to water or any other liquids
- Only use the power cord supplied with the machine. 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 machine can result in severe injury or fire.
- Make certain the unit is installed on a flat surface. Do not operate the machine in areas with high temperature, humidity or smoke, as these conditions may prevent proper operation.
- This unit is designed for indoor use in a ventilated environment. Keep the machine away from direct sunlight and strong magnetic fields. These could interfere with the counterfeit detection sensors.
- When not using the unit for an extended period of time, disconnect the power cord from the wall outlet.

- Unplug the unit from the wall outlet before cleaning. Use a damp cloth or specifically designed maintenance accessories such as an air duster, soft bristle brush, or cleaning cards.
- To avoid the risk of electrical shock, do not disassemble this unit. Disassembly will expose you to dangerous voltages and other safety risks. Incorrect reassembly can cause electrical shock when the appliance is subsequently used.
- Take the unit to a qualified technician when service or repair is required. Do not try to replace any parts yourself, unless assisted by a Cassida Technical Service Center. Supplied spare parts are intended for use by qualified personnel only.

INTRODUCTION

1.1 About the Cassida 9900R V2

Thank you for choosing the Cassida 9900R V2 Mixed Currency Counter & Sorter.
The Cassida 9900R V2 is a 2-pocket bill counter, reader and sorter. It has a convenient touch control panel and display which offers best-in-class user experience with high level of performance.
The Cassida 9900R V2 comes with a variety of operating modes and functions: Mix, Sort, DSort, VBatch, Count, Face, Orient, Add and Batch to meet all counting needs.

1.2 Box Contents

- Cassida 9900R V2 Bill Counter & Reader
- Power Cord
- User Manual (Use the QR code on the unit)
- Cleaning Brush
- Calibration Sheet (White Paper Card)
- External Display

1.3 Specifications

Power supply	AC 100-240 V, 50/60Hz
Power consumption	≤ 110W
Counting speed	up to 1,000 bills/min
Applicable bill thickness	0.07-0.15mm
Hopper capacity	500 bills
Stacker capacity	200 bills
Batch range	1 – 999 bills
Feeding system	Roller friction system
Display	Touch screen TFT, 4.3''
Counterfeit detection	UV, MG, IR and 2 CIS
Ambient temperature	32° F – 104° F (0° – 40°C)
Operating humidity	40% – 90%
Size	12'' x 11.5'' x 13.4'' (305mm x 290mm x 340mm)
Weight	21.6 lbs (9.8 kg)

1.4 Front & Side View
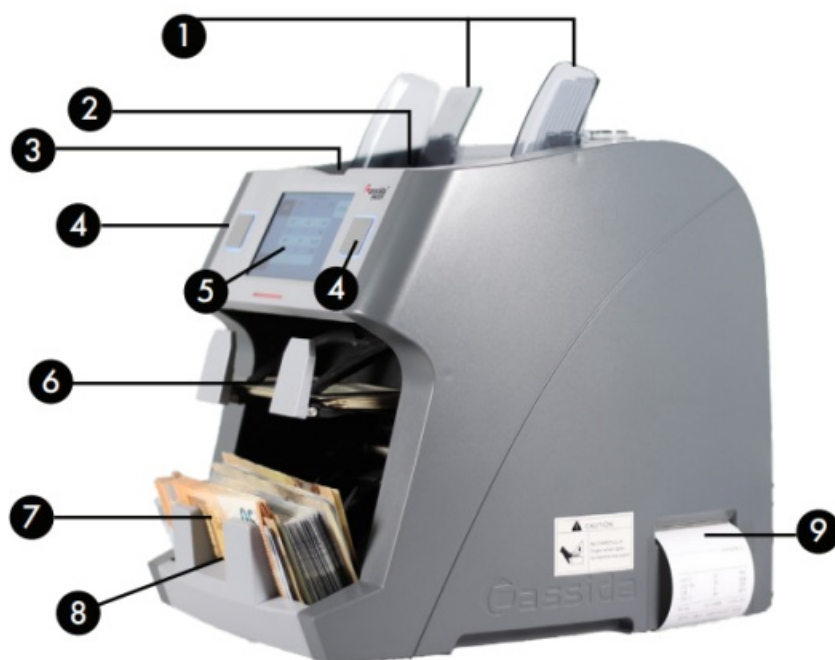
1. Bill Guides
2. Hopper/Start Sensor
3. Hopper
4. Control Panel
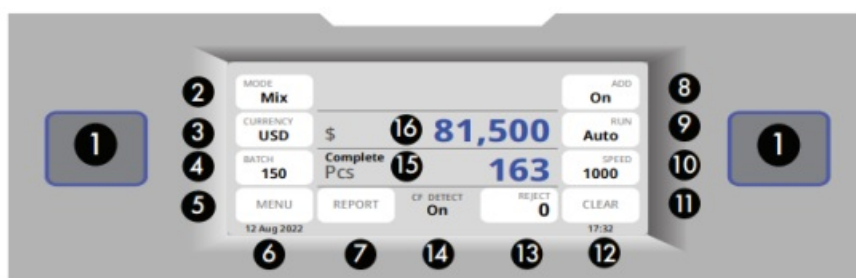5. TFT Touch Screen

6. Reject Pocket

7. Stacker

8. Stacker Sensor

9. Built-in Printer

1.5 Rear View
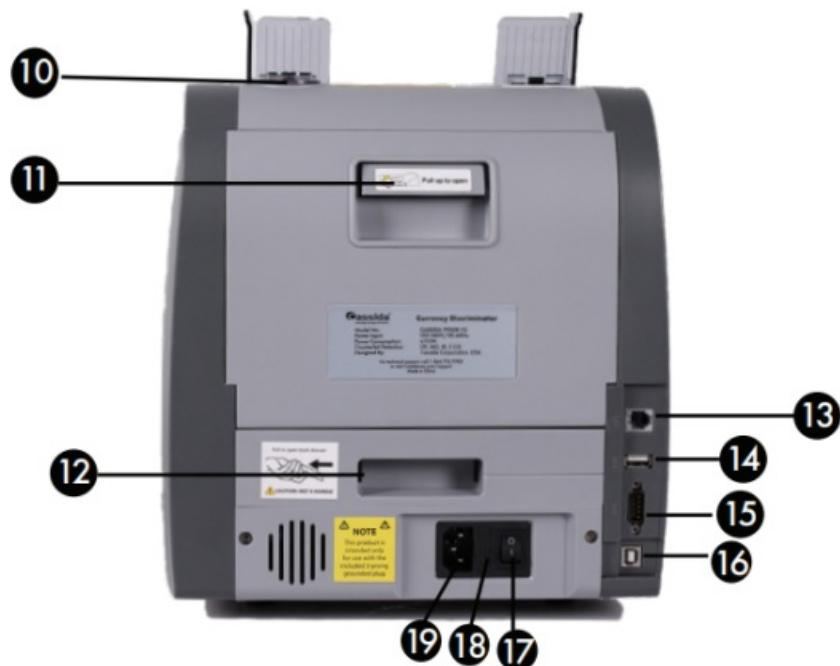
10. Feed Gap Adjustment Knob

11. Back Door Handle

12. Back Drawer Handle

13. External Display Port

14. USB Ports

15. Printer Port (RS-232)

16. PC Port

17. Power Switch

18. Fuse

19. Power Outlet

1.6 Control Panel and Touch Screen

KEY	FUNCTION
1. Start/Stop Buttons	Start or Stop the count or validate/confirm settings
2. MODE Button	Shows selected mode and enters mode menu
3. CURRENCY Button	Shows selected currency and enters currency menu
4. BATCH Button	Activates/Deactivates Batch function and shows set batch #
5. MENU Button	Enters the menu
6. DATE	Shows current date
7. REPORT Button	Enters the report screen
8. ADD Button	Activates/Deactivates Add function
9. RUN Button	Auto/Manual count start
10. SPEED Button	Shows selected counting speed and allows to change it
11. CLEAR Button	Resets the count
12. Time	Shows current time
13. Reject Button	Shows rejected bills
14. CF DETECT	Indicator that shows if counterfeit detection is ON/OFF
15. Pcs	Shows total numbers of counted bills
16. $	Shows total value of counted bills

GETTING STARTED

2.1 Powering Up
Ensure the hopper and stacker are empty. Attach power cable to rear of the machine, plug into a three-prong outlet and turn the power switch, located on the rear of the machine, to the ON position.
The unit will load and conduct a power on self-test (POST). The screen will display "0" when the unit is ready to operate.
2.2 Loading the Hopper
In order to avoid jams and ensure proper operating speed of the machine, it is important to correctly load the hopper. Cassida recommends to not use more that 500 bills at a time and change to manual mode until the technique of loading bills is mastered. Follow the 3-step loading technique below to ensure smooth bill feeding.

1. **Make A Stack**

   Correct or remove bills that are severely wirnkled, damaged or folded. Square the bill stack.
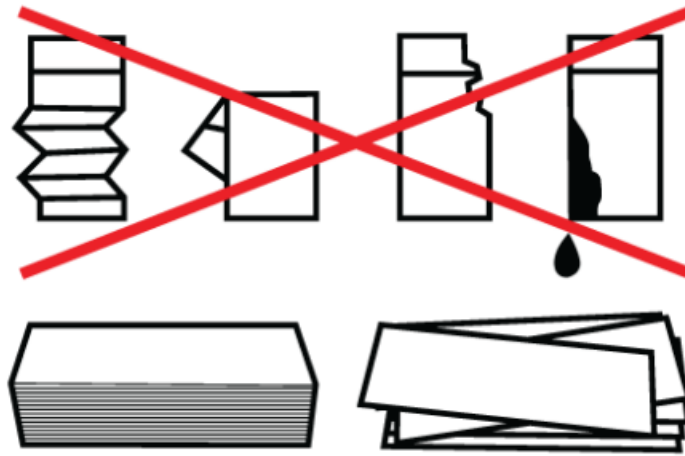
2. **Load the Stack**

   Make sure the bill stack is square, as shown in the diagrams below. Cassida recommends that no more than 500 bills at a time be loaded into the machine.
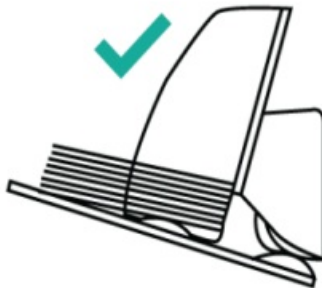

   Correct

   Incorrect

3. **Feed the Bills**

   See diagrams below for proper bill feeding.

2.3 Carrying the Unit

To carry the unit, simply lift it up from sides as shown on the right.

OPERATING MODES & FUNCTIONS

3.1 Auto & Manual Mode

After turning the machine on for the first time it will default to AUTO mode, and "AUTO" will be displayed on the home screen under the "RUN" button. In this mode the machine starts counting automatically. To switch to MANUAL start count, press "RUN" button on the touch screen. If Manual mode is selected, "MANUAL" will be displayed in "RUN" button on the home screen.

If the machine is set to operate in MANUAL mode, it will stop counting automatically; to begin the count the START button must be pressed each time. To go back to AUTO mode press "RUN" button again on the touch screen, when "AUTO" is displayed, the unit is back to its default mode.

3.2 Mix Mode

After turning the machine on for the first time it will default to Mix mode, and "Mix" is displayed on the home screen.

Mix mode is used to count a stack of mixed denominations. To count mixed bills, follow the procedure described in 2.2 LOADING THE HOPPER. The machine will start counting 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. Total number of bills and total value will be displayed on the home screen. When the operation is completed, a detailed report can be viewed by pressing the "REPORT" button. Report of the rejected bills can be viewed by tapping "REJECT" on the touch screen.

To return to "Mix" mode from another mode, press the "MODE" button on the touch screen and choose "Mix" in the mode sub-menu screen.
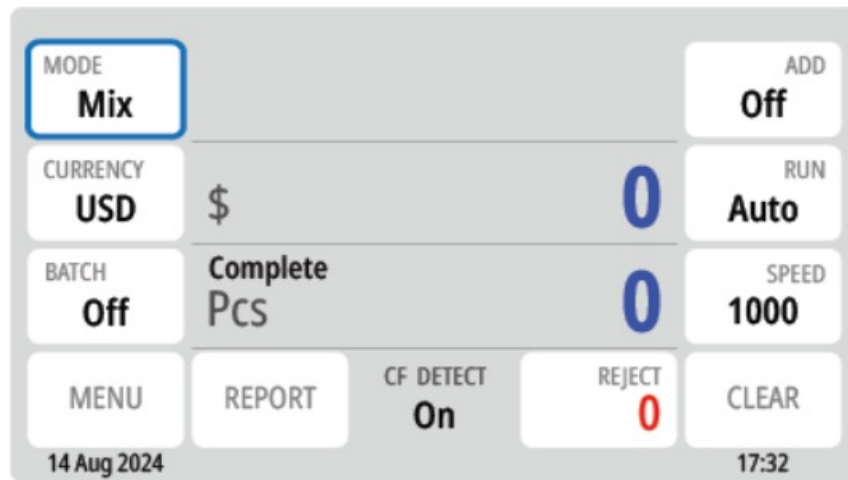
3.3 Sort Mode
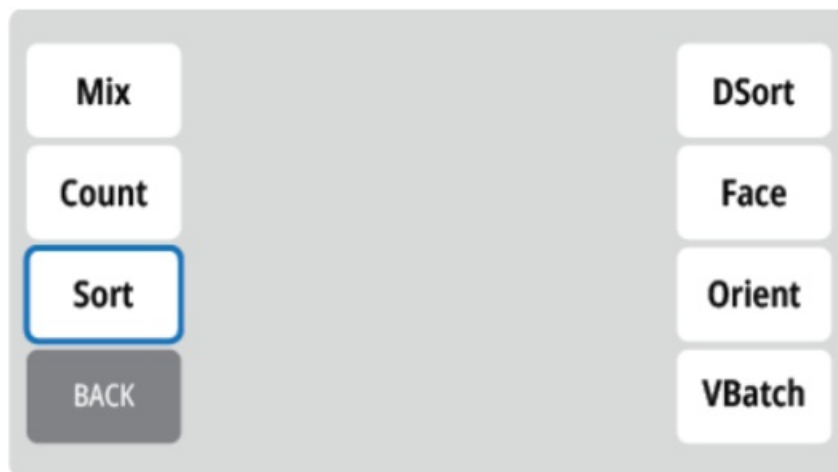This mode is available by pressing the "MODE" button on the touch screen and choosing "Sort" in the mode sub-menu screen. There are different options available under Sort mode.

Sort mode "Auto" allows the user to count and sort bills by one denomination, which is automatically determined by the first bill scanned in the stack. If a bill passing through the machine does not conform to the denomination determined by the first bill, it will be directed into the reject pocket and not included in the total count. This feature ensures that there are no bills of other denominations in a large stack of single denomination bills. Sort "Auto" is the default option when the unit is in Sort mode. When in Sort "Auto" mode, "Auto" will be displayed on the "SORT" button on the home screen next to the "MODE" button. Pressing this "SORT" button will return the user to the Sort submenu screen.
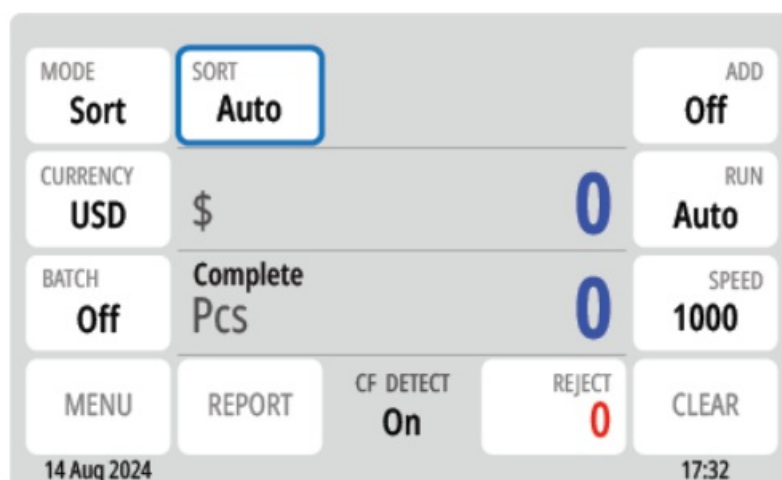
There is also an option to sort by one particular or multiple denominations by making the necessary selection in the Sort mode sub-menu. If one denomination is selected in Sort mode, it will be displayed on the "SORT" button

on the home screen next to the "MODE" button. With this option selected, only the chosen denomination will be counted, and bills of different denominations will be sorted out and directed into the reject pocket.

If multiple denominations are selected from the Sort sub-menu, "Multi" will be displayed on the "SORT" button on the home screen next to the "MODE" button. With this option selected, only the chosen denominations will be counted. Bills of different denominations will be sorted out and directed into the reject pocket.

The total number of bills and total vale will be displayed on the home screen. When operation is completed, a detailed report can be viewed by pressing the "REPORT" button. Report of the rejected bills can be viewed by tapping "REJECT" on the touch screen.

To return to Sort mode from another mode, press the "MODE" button, on the touch screen and choose "Sort" in the mode sub-menu screen.

3.4 VBatch Mode

This mode is available by pressing "MODE" button on the touch screen and choosing "VBatch" in mode's sub-menu.

Value Batch mode, also known as "VBatch"allows users to set a target value and count out a mixed denomination batch of the same currency. The unit will process the loaded stack until the target value is reached in the stacker and will display "VBATCH COMPLETE". If the loaded stack runs out before the target is reached, the unit will stop and display "VBATCH INCOMPLETE".

1. Select VBatch mode in the mode sub-menu.

2. The " VBatch value input" screen will be displayed.

3. Use the number pad on the touchscreen to enter the target value. Press OK on the touchscreen.

4. When in VBatch mode, selected batch value will be displayed on the "$" button on the home screen next to the "MODE" button. Pressing this "$" button will return the user to the VBatch value input screen.

To exit the VBatch mode, press the "$" button.
An additional screen will pop up showing the number in the "VBATCH AMOUNT" box.
Press "CLEAR" button to reset the batch amount to 0 and then press "OK" button.
The unit will return to the Mix mode.
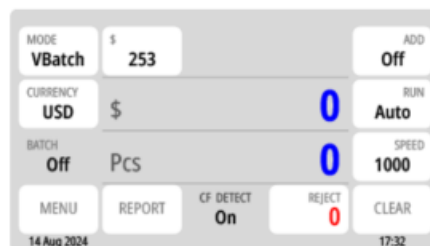
3.5 DSort Mode

This mode is available by pressing the "MODE" button on the touch screen and choosing "DSort" in the mode sub-menu screen.

Design sort mode, also known as "DSORT" mode, enables users to count and sort bills of the same currency based on the design type. In this mode the first bill in the hopper determines the sorting and counting design type for the entire stack. The unit will exclude and sort out any bills with the different design type by directing them into the reject pocket. Rejected bills are not counted.

The total number of bills and total value will be displayed on the home screen. Upon completion of the operation, a detailed report can be accessed by tapping the "REPORT" on the touchscreen. Report of the rejected bills can be viewed by tapping "REJECT" on the touch screen.

To return to DSort mode from another mode, press the "MODE" button, on the touch screen and choose "DSort" in the mode sub-menu screen.

3.6 Face Mode

This mode is available by pressing the "MODE" button on the touch screen and choosing "Face" in the mode sub-menu screen.

Face mode allows the user to sort bills based on whether they are loaded into the 9900R V2 face up or face down. The first bill in the hopper determines the sorting and counting orientation. If the first bill through the machine is facing up, the machine will count all bills facing up and sort out all the bills facing down by directing them into the reject pocket. Rejected bills are not counted.

Total number of bills and total value will be displayed on home screen. When the operation is completed, a detailed report can be viewed by pressing the "REPORT" button. Report of the rejected bills can be viewed by tapping "REJECT" on the touch screen.

To return to Face mode from another mode, press the "MODE" button, on the touch screen and choose "Face" in the mode sub-menu screen.

3.7 Orientation Mode

This mode is available by pressing the "MODE" button on the touch screen and choosing "Orient" in the mode sub-menu screen.

Orientation mode allows the user to count and sort bills by one of the 4 orientations. The first bill in the hopper determines the counting orientation. Any time a bill passes through the machine and does not conform to the orientation determined by the first bill, it is sorted out by directing into the reject pocket.

Rejected bills are not counted.

Total number of bills and total value will be displayed on the home screen.

When the operation is completed, a detailed report can be viewed by pressing the "REPORT" button.

Report of the rejected bills can be viewed by tapping "REJECT" on the touch screen.

To return to Orientation mode from another mode, press the "MODE" button, on the touch screen and choose "Orient" in the mode sub-menu screen.

3.8 Count Mode

This mode is available by pressing the "MODE" button on the touch screen and choosing "Count" in the mode sub-menu screen.

Count mode allows the user to simply count the total number of bills. It does not recognize or record the denomination of any bills. In the Count mode, the counterfeit detection is deactivated. Only double, chain and half bills detections are on.

To return to Count mode from another mode, press the "MODE" button, on the touch screen and choose "Count" in the mode sub-menu screen.

3.9 Add Function

This function is available by pressing the "ADD" button. When the ADD function is activated "On" will be displayed on the home screen.

In this function, the unit will count multiple stacks of bills while keeping track of the total amount and value of bills counted. Place the first stack of bills to be counted into the hopper. The number and value of bills will be displayed on screen. When ready to count the next stack of bills, empty the stacker and add the new stack to be counted into the hopper. The unit will continue counting and add the new count to the total. When the operation is completed, a detailed report can be viewed by pressing the "REPORT" button. Report of the rejected bills can be viewed by tapping "REJECT" on the touch screen.

To exit the ADD function, press the ADD button again.

When the ADD function is deactivated "Off" will be displayed on the home screen.

3.10 Batch Function

This function is available by pressing the BATCH button. An additional screen will pop up allowing to enter the batch size on it. When the BATCH function is activated, batch size is displayed on the home screen.

Batch function allows to set a specific target number of bills to be counted. The unit will continue running until the specified target number of bills is reached in the stacker, regardless of whether additional bills remain in the hopper. Upon reaching target batch size the unit will stop and display a "Complete" message along with the number of bills counted. Once the stacker is emptied, the unit will automatically proceed to count next batch. If the hopper runs out of bills before a batch is completed, the unit will display "Incompete". User may then add bills to the hopper to complete the batch or remove the incomplete batch from the stacker.

To exit the BATCH function, press the BATCH button.

An additional screen will pop up showing the number in the "BATCH AMOUNT" box.

Press "CLEAR" button to reset the batch amount to 0 and then press "OK" button.

"Off" will be displayed on the home screen.

3.11 Add + Batch Function

This function batches the desired quantity of bills and monitors the running total at the same time.

To activate this function, press the ADD and BATCH button. When the ADD and BATCH functions are activated "On" will be displayed under the "ADD" button and batch size under the "BATCH" button on the home screen

To exit the ADD+BATCH follow the function exit instructions described in sections 3.9 Add Function and 3.10 Batch Function.

3.12 Currency Function

"CURRENCY" function allows to choose different currencies supported by machine. The currency submenu screen with the list of availbale currencies USD, CAD, MXN, BRL, ARS, COP, VES, RUB, GBP, EUR can be entered by pressing the "CURRENCY" button on the touch screen.

3.12.1 Multi-Currency Function

"MULTI-CURRENCY" function allows to count a stack of mixed currencies. This function can be activated by pressing "CURRENCY" button on the touch screen and choosing "Multi" in currency sub-menu screen. The unit can automatically detect and handle up to 5 mixed currencies (USD, CAD, MXN, EUR and GBP) at a time. The total number of bills and total value for each currency will be displayed on the home screen.

3.12.2 Auto-Currency Function

"AUTO" function allows users sort and count individual currencies out of stacks of mixed currencies. This function can be activated by pressing "CURRENCY" button or the function choosing "AUTO" in currency sub-menu.

The currency of the first bill in the hopper determines the sorting and counting currency type for the entire stack.

Report of the rejected bills can be viewed by tapping "REJECT" on the touch screen.

3.13 Speed Function

"SPEED" function gives users the ability to modify the counting speed of the unit. To change the counting speed, press the "SPEED" button on the touch screen. In the "MIX", "SORT", "DSORT", "FACE", "ORIENT", "VBATCH"and "COUNT" modes, speed settings can be adjusted to either 800 or 1000 bills per minute.

AFTER-COUNT FUNCTIONS

4.1 Report

This function is available by pressing the REPORT button. It provides an on-screen report of the total amount of each denomination counted, the value of the counted bills of that denomination, and a grand total value of all bills counted.

4.2 Serial Number Report

This function is available by pressing the REPORT button and "DETAIL" button when in the report screen; it provides an on-screen report of each bill counted with its serial number and denomination.

4.3 Print

The Cassida 9900R V2 has a built-in printer on the side of the machine.

The printing function is available by pressing the "PRINT" button while in the report screen. If thermal receipt paper is loaded, a detailed printout of the counting report will be produced.

There is an option to connect external printer. The 9900R has a printer port in the back of the machine (RS232 Port), refer to section 1.5 VIEWS OF THE CASSIDA 9900R V2 to see the port location.

If external printer is connected printing setting must be changed from the "INTERNAL" to "EXTERNAL" in the menu under PRINTING sub-menu.

Cassida recommends using Cassida Universal Cash Handling Thermal Printer

4.4 Menu

The Menu can be accessed by pressing the MENU button. To navigate and choose desired settings in submenu touch needed button on the touchscreen.

Sub-Menu	Description
DATA & TIME	Sets the date and time displayed on the home screen and printed reports
OLD USA	Accept/reject non-circulation (small portrait) bills
PRINTING	Access printing settings
BEEP	Key beep: beeping that acknowledges user inputs (pressing control panel buttons or items on the touchscreen)
SLEEP	Sets the sleep mode downtime
SERVICE	Opens service sub-menu. Password: 6666
– CALIBRATION	Opens calibration options screen
– DETECTIONS	Sets the sensitivity for each detection sensor. Note that the optimum sensitivity values are preset by default.
– USAGE STATS	Displays the total number of bills counted and other usage-related data.
– CIS IMAGE	Displays the image of the last bill run through the unit
– SENSOR DATA	Displays sensor data. Helps to understand which sensor needs attention
– WAVE FORMS	Displays sensor waveforms. Helps to understand which sensor needs attention
– DIAGNOSTIC	Runs diagnostics to check for possible malfunction
– IMAGE SAVE	Opens the screen with options to save bills images
RESET	Resets all settings to their default values
ABOUT	Displays hardware and software version information

DETECTION FEATURES

The Cassida 9900R V2 is able to identify bills suspected of being counterfeit using:

5.1 Counterfeit Detection
– Ultraviolet (UV) light detection system
– Magnetic (MG) ink detection system
– Infrared (IR) anti-counterfeit detection system
– Contact Image Sensor (CIS)
These features are available by default.

When suspect bills are detected, the unit directs them to the reject pocket. The rejected bills are not added to the count.

Please note that a suspect UV, MG or IR bill does not necessarily mean that the bill is counterfeit. There are several reasons a genuine bill may be recognized as counterfeit. Possible reasons for a bill to be indicated as suspect include: direct sunlight exposure, worn out bill, excessively dirty bill or advanced counterfeiting techniques used to produce the bill. Separate equipment may be required to determine definitively whether a note is counterfeit.

5.2 Half Note Detection

The Cassida 9900R V2 incorporates image sensors that detects half notes passing through the counting mechanism and automatically directs them to the reject pocket. This feature is activated automatically in all modes.

5.3 Double Note Detection

Bills may stick to each other due to excessive dirt, folding or various other reasons. The Cassida 9900R V2 uses infrared light-based technology to determine whether two bills are stuck together, if yes, these bills are directed to the reject pocket. This feature is activated automatically in all modes.

5.4 Chain Note Detection

The Cassida 9900R V2 utilizes a self-checking system and directs bills to the reject pocket in cases several notes pass through the counting mechanism at once. This feature is activated in all modes.

5.5 Contact Image Sensor

The Cassida 9900R V2 utilizes dual Contact Image Sensor, (CIS), to recognize the value and SN of the bill. This feature is activated in MIX, SORT, VBATCH, DSORT, FACE, and ORIENT modes.

MAINTENANCE AND TROUBLESHOOTING

6.1 Maintenance

ATTENTION: Always POWER OFF unit and disconnect from power source before cleaning

Most operational problems can be avoided by regular care and preventative maintenance. Taking regular care of the Cassida 9900R V2 will significantly increase its lifetime.

To avoid problems, make sure there are no metal clips, staples, or rubber bands in the bills being counted. Be sure to follow the proper procedure for loading the hopper, refer to section 2.2 Loading the Hopper. Also be sure to follow the proper procedure for adjusting the feed gap, refer to section 6.2 Feed Gap Adjustment.

For best results, it is recommended to use an air duster and a soft bristle brush to remove any dust or debris from the interior of the unit.

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To avoid problems, make sure there are no metal clips, staples, or rubber bands in the bills being counted. Be sure to follow the proper procedure for loading the hopper, refer to section 2.2 Loading the Hopper. Also be sure to follow the proper procedure for adjusting the feed gap, refer to section 6.2 Feed Gap Adjustment.

For best results, it is recommended to use an air duster and a soft bristle brush to remove any dust or debris from the interior of the unit.

Dirty sensors can affect the Cassida 9900R V2's performance and cause genuine bills to be rejected. It is suggested that the user performs weekly maintenance on the unit to maintain top performance.

- To avoid malfunction caused by foreign objects, please clean your machine frequently

- Clean Hopper and Stacker sensors with the provided soft bristle brush or a dry cloth frequently

- Clean CIS line with provided soft bristle brush or a dry cloth frequently

- Clean all other sensors with provided soft bristle brush or a dry cloth frequently

- Rubber rollers may be cleaned with a slightly damp cloth. If available use a small amount of isopropyl alcohol to dampen the cloth and clean the rollers. Wait until the rollers completely dry before turning on the machine.
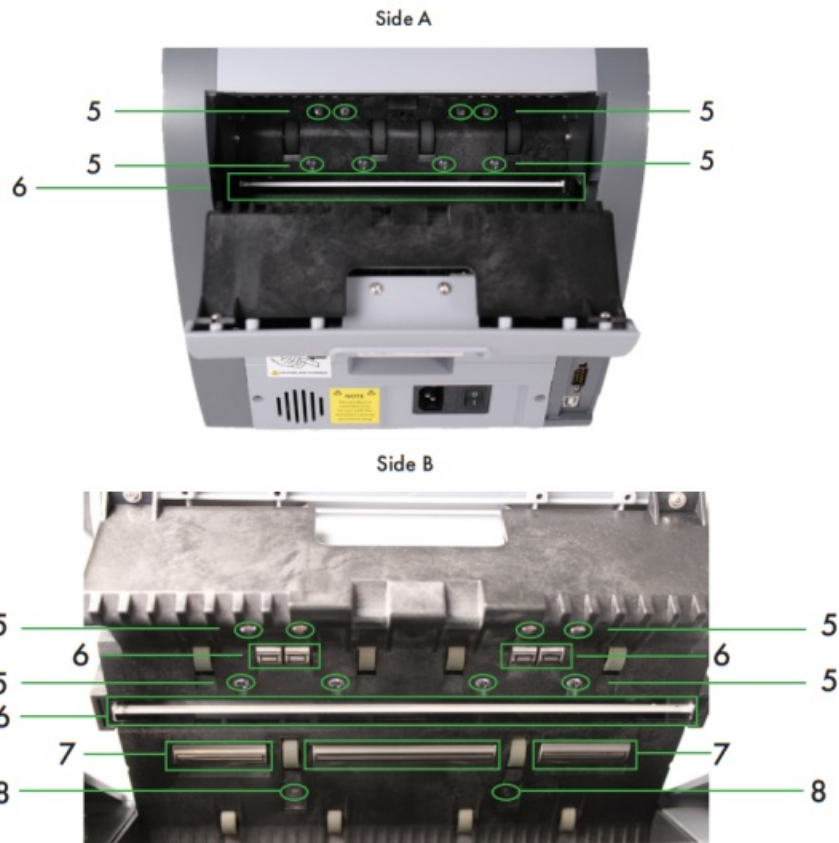

1. Back Drawer Reflectors
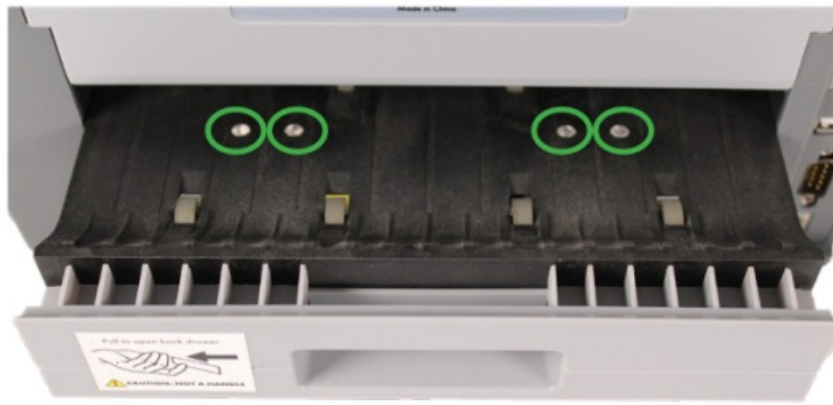
2. Hopper Sensor
3. Reject Pocket Sensors
4. Stacker Sensor
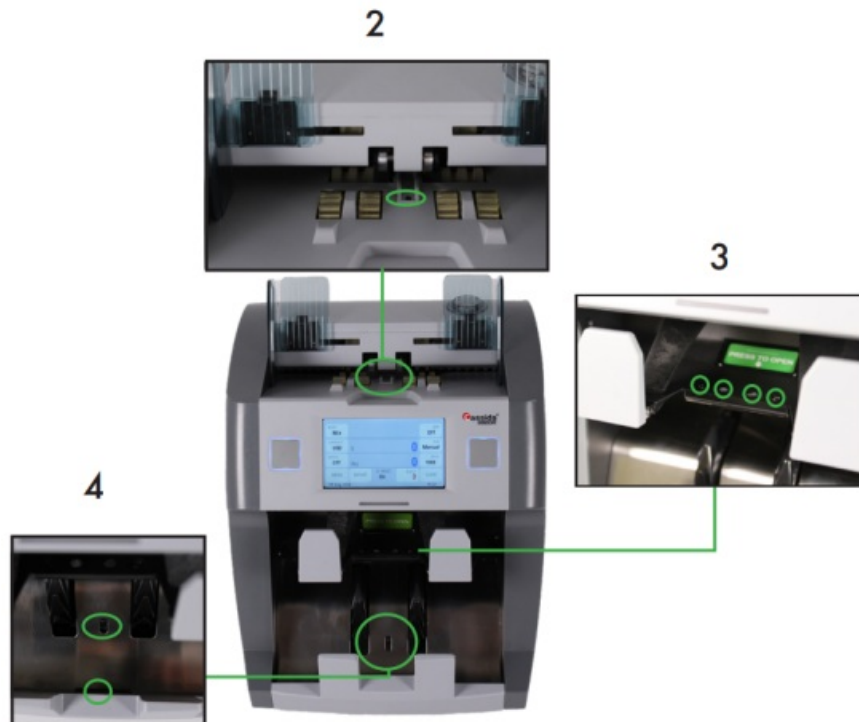
5. Position Sensors
6. CIS Sensors
7. MG Sensors
8. UV Sensors

Side A

Side B

6.2 Feed Gap Adjustment

Feed gap adjustment of the unit is always performed before shipment. However, feed gap adjustments may be required periodically. The rubber components in the feed mechanism will wear over time, causing the feed gap to get larger. This can lead to Double or Half Note errors. On the other hand, if the feed gap is adjusted too tight, this can lead to Chain errors or bill jamming.

To adjust the feed gap properly, you will need a flathead screw driver (not included).


1. Ensure the machine is turned off

2. Locate the feed gap adjustment screw (see diagram to the right) on the top right of the machine.

3. a) In case of Chain errors or bill jamming loosen the feed gap by turning the knob clockwise towards the "+" mark. Adjust 1 mark, then re-test the machine. Repeat if necessary.

   3.b) In case if more than one bill is being pulled into the feed mechanism and Double or Half Note errors, tighten the feed gap by turning the knob counterclockwise towards the"-"mark. Adjust 1 mark, then re-test the

machine to see if the problem is corrected. Repeat if necessary.

Tighten   Loosen

Tighten   Loosen
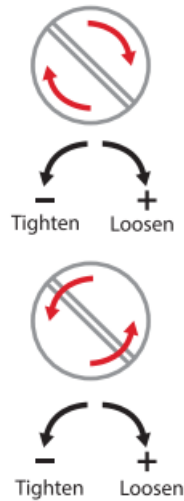
6.3 Calibration Procedure

The contact image sensor (CIS) and infrared sensors (IR) within the unit are precisely calibrated at the factory. However, with regular use, the sensor's sensitivity may alter, potentially causing False errors.
To address this, the unit can be re-calibrated using the white calibration card (white laminated paper) provided with the product.
Please follow the steps below to calibrate the sensor:

1. Ensure the machine is turned on

2. Use the control panel to navigate by pressing "MENU" then select "SERVICE" buttons. When prompted, enter the password "6666", followed by selecting "CALIBRATION."

3. Rotate the 9900R V2 to the back.

4. Open the back door to get access to CIS sensors. Put provided laminated calibration card between the two sensors.

5. Carefully proceed to close the back door with the calibration card inside the machine.
6. Turn the machine around and press the "START" button to start the calibration process.
7. Calibration will begin and the calibration screen will display a message "In Progress".
8. Upon seeing the "CIS Calibration Successful!" message, turn off the unit, reopen the back door, and carefully remove the calibration card.
9. Reset the machine by turning it off, then on.
10. The CIS calibration is done
11. The same steps must be taken for the UV + IR calibration process.

6.4 Troubleshooting
Error message display:

Error Message	Cause	Solution
DOUBLE ERROR	The thickness of the counted note is out of range of expected thickness. Two or more bills may be stuck together.	If excessive errors occur, ensure: 1. Bills are loaded properly (ref. section 2.2 Loading the Hopper). 2. Feed Gap is adjusted properly (ref. section 6.2 Feed Gap Adjustment). 3. Sensors are clean (ref. section 6.1 Maintenance).
CHAIN ERROR	Two or more notes have passed through the unit at the same time.	
HALF ERROR	A half bill was detected.	
DENOM	The bill has a different denomination.	Make sure the unit is not in the Sort mode. if it is, ref section 3.3 Sort Mode, if not change the mode to Mix and recount the stack of bills
SUSPICIOUS BILL	Unable to recognize bill (IMAGE), size of the bill is out of normal range (SIZE) or missing counterfeit magnetic (MG), ultraviolet (UV) or infrared (IR) features.	1. Bills are loaded properly (ref. section 2.2 Loading the Hopper). 2. Feed Gap is adjusted properly (ref. section 6.2 Feed Gap Adjustment). 3. Sensors are clean (ref. section 6.1 Maintenance).
SIZE SUSPECT	The size of the bill is out of range.	

Error Message	Cause	Solution
HOPPER SENSOR ERROR	Hopper sensor reading out of range. The foreign object covering the hopper sensor.	Remove bills or foreign objects from the hopper. Clean Hopper sensor (ref. section 6.1 Maintenance).
STACKER SENSOR ERROR	Stacker sensor reading out of range. The foreign object covering the stacker sensor.	Remove bills or foreign objects from the stacker. Clean Stacker sensor (ref. section 6.1 Maintenance)
ERROR: MACHINE JAMMED	Bills or foreign objects stuck inside the machine.	Open the back door and remove the stuck bills or foreign objects. Ensure the detection block is securely back in position and close the back door. (ref. section 6.1 Maintenance).

Other possible errors:

Error Message	Cause	Solution
LOWER LEFT COUNTING SENSOR	Issue with the lower left counting sensor.	Clean the sensor. See section 6.1 Maintenance for location of sensors.
UPPER LEFT COUNTING SENSOR	Issue with the upper left counting sensor.	Clean the sensor. See section 6.1 Maintenance for location of sensors.
ENCODER SENSOR	Issue with the encoder sensor.	Restart the machine. Make sure rollers are turning and nothing prevents them from turning. If not resolved contact Cassida technical support.
START SENSOR	Issue with the start sensor.	Clean the sensor. See section 6.1 Maintenance for location of sensors.
BACK DOOR OPEN	Back door not securely closed or there is a foreign object covering the sensor.	Ensure back door is closed. Press start to continue.

Error Message	Cause	Solution
UNIT DOES NOT TURN ON	Power cord is not properly con- nected. Issue with the fuse.	Insure the power cord is properly con- nected. Replace the fuse at the back of the ma- chine. If issue persist contact tech support.
UNIT FAILS TO DETECT COUNTERFEIT BILLS	Unit could be in a Count mode Sensors may have collected dust	Check the selected mode. Clean the sensors or refer to the Main- tencense section 6.1 for the instructions.
INACCURATE COUNTING	Bills are improperly loaded in the hopper. Feed gap issue.	Bills should be loaded into the hopper correctly (ref. section 2.2 "LOADING THE HOPPER").The feed gap needs adjustment (ref.section 6.2 "FEED GAP ADJUSTMENT"). Make sure unit is not in Caunt mode.
BILLS ARE JAMMED	Bills were incorrectly inserted into the hopper (refer to section 2.2 Loading the Hopper). Feed Gap is not adjusted properly (refer to section 6.2 Feed Gap Adjustment).	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 bands, etc.). Remove foreign objects, if any. Ensure: Bills are loaded properly (refer to section 2.2 Loading the Hopper) Feed Gap is adjusted properly (refer to section 6.2 Feed Gap Adjustment)

6.5 Warranty

To activate your warranty in the US, please register your product online by visiting
www.CassidaUSA.com/warranty-registration
The 9900R V2 is warrantied for a period of three years from the date of purchase. In most cases a unit malfunction can easily be resolved by cleaning the unit. Please refer to section 6.1 Maintenance for guidelines.
Non-warranty Service:
Cassida can perform maintenance and cleaning for an extra fee. For a non-warranty repair/maintenance quote contact Cassida Technical Support at **www.CassidaUSA.com/support** Shipping:
The warranty covers the shipping cost to Cassida USA technical service center only during the initial 30 days from the purchase date.

6.6 Contact Information

Technical Support Contact Information:
Email: **support@cassidausa.com**
Phone: 1-**888-800-0303** option 1 then 2
If you need to contact Cassida Technical Service Center, please have the following information with you:

- Product Model: Located on the back of the machine.

- Serial Number: Located on the back of the machine.

- Nature of the Problem: What happened, and when did it happen?

  Did the machine display an error message?
- Steps Taken: Steps already taken to resolve the problem, and the results (if any)

Cassida 9900R V2 Mixed Currency Counter & Sorter

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FN 9900R V2 REV 0824

Documents / Resources

Cassida 9900R V2 Mixed Currency Counter and Sorter [pdf] User Manual
9900R V2 Mixed Currency Counter and Sorter, 9900R V2, Mixed Currency Counter and Sorter,
Currency Counter and Sorter, Counter and Sorter

References

- 🌼 **oehha.ca.gov/**
- ⓒ **Support**
- ⓒ **Warranty**
- **User Manual**