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Cassida 5700 Digital Currency Counter User Manual

Contents

Cassida 5700 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.
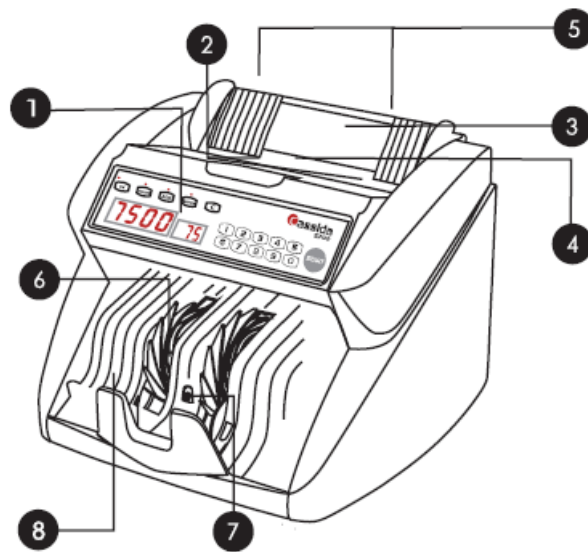
INTRODUCTION

About the Cassida 5700

- Thank you for choosing the Cassida 5700 currency counter. We hope you enjoy using it.
- The Cassida 5700's uniquely engineered mechanism incorporates the advantages of both backloading and frontloading machines allowing for precision counting even of worn bills.
- A digital mechanism, dual counterfeit detection system and a user-friendly interface make this currency counter an invaluable tool in everyday money processing tasks.
- With a built-in self-checking system and advanced software designed to prevent user errors, the Cassida 5700 is a valuable assistant you can rely upon in any type of cash intensive environment.

Box contents

- Cassida 5700 PROFESSIONAL CURRENCY COUNTER
- AC power cord
- Spare parts kit
    - Set of rubber rollers Set of rubber pads
    - One drive belt
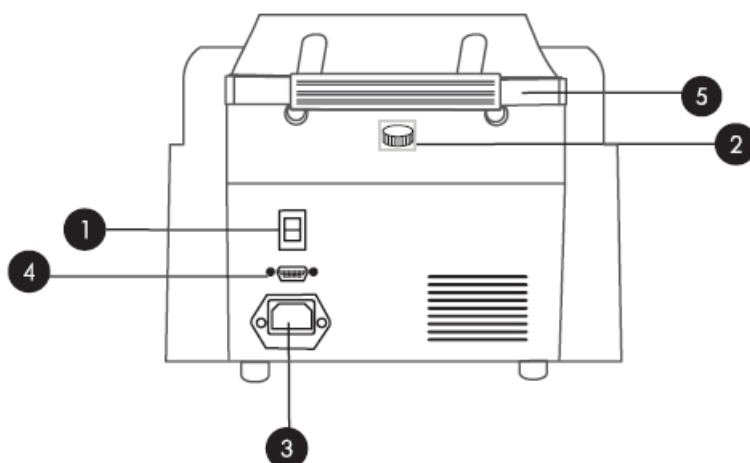   - Cleaning brush
- User manual

Front and rear views

Front view

1. **Control panel —** Programs and operates the Cassida 5700
2. **Hopper feeder —** Transports uncounted bills into the hopper
3. **Hopper —** Holds bills that need to be counted
4. **Hopper sensor —** Signals presence of bills in the hopper
5. **Hopper brackets —** Helps position bills correctly
6. **Stacking rollers —** Transports counted bills into the stacker
7. **Stacker sensors —** Signals presence of bills in the stacker
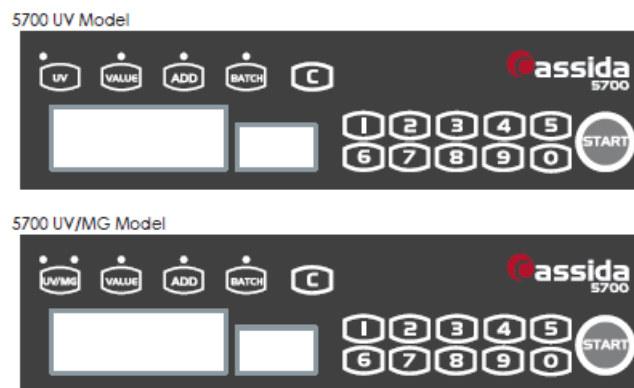8. **Stacker —** Receives and holds counted bills

Rear view

1. **Power switch —** Turns the machine on or off
2. **Feed gap adjustment screws —** Adjust for different bill thicknesses (narrow for fresh, new bills; wide for very old bills).
3. **Power jack —** Connection for the AC power adapter
4. **External display interface —** Optional remote display connection port

5. **Retractable handle —** Used to carry the machine

Control panel

- **UV or UV/MG Key —** Activates counterfeit detection. The indicator lights up when UV (ultraviolet) and/or MG (magnetic) detection sensors are active.
- **Value Key —** Activates the ValuCount mode. The indicator lights up when Valu-Count mode is active.
- **Add Key —** Activates the Add mode. Indicator lights up when Add mode is active
- **Batch Key —** Activates the Batch mode. The indicator lights up when the Batch mode is active.
- **C Key —** Clears one or both display screens, depending on the mode. Also deactivates the batching mode.
- **Keypad —** Used to enter custom batch quantities.
- **Start Key —** Starts or stops counting.

Specifications

Power supply	AC110V/60HZ
Power consumption	45 watts
Counting speed	Approximately 1000 bills/minute
Applicable bill thickness	0.06-0.12mm
Hopper capacity	Up to 200 new bills or 100 old bills
Stacker capacity	Up to 200 new bills or 100 old bills
Size of countable note	2" x 4" - 4" x 7" (50x100 - 100x178mm)
Feeding system	Roller friction system
Small screen	Three digit LED
Large screen	Four digit LED
Counterfeit detection	UV (Cassida 5700 UV model) UV and MG (Cassida 5700 UV/MG model)
Ambient temperature	32F - 104F (0 - 40C)
Operating humidity	30% - 80%
Size	11"w x 10.7"d x 8.3"h (279mm x 272mm x 210mm)
Weight	13 lbs (6 kg)

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. Supplied spare parts are intended for use by qualified personnel only.
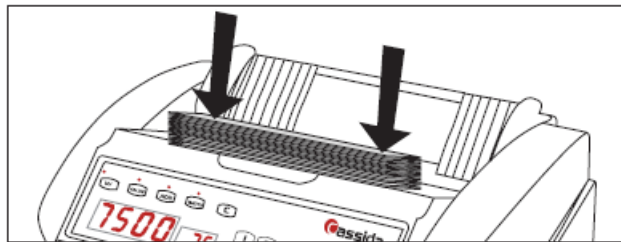
GETTING STARTED

Powering up

After ensuring the hopper is empty, turn the power switch ON. The machine will conduct a self-check by spinning the counting wheels several times. The large screen will display "0" when the machine is ready.

Loading the hopper

It is important to load the hopper correctly in order to avoid jams and to ensure proper operating speed of the machine. Adjust the hopper brackets to a size slightly wider (2-3mm on each side) than the width of the bills in the stack (all US dollar denominations are the same size). This will help you correctly place the bills in the hopper, and will ensure smooth bill feeding. Square the stack of bills. Using two hands, place bills flat on the hopper platform.

Caution: Remove hands immediately as the machine begins processing immediately. Flippers will orient the bill stack into the vertical position.

Caution: Do no force flippers down from up position.

OPERATING MODES

Counting mode

- After the machine is turned on, it defaults to counting mode.
- To switch to counting mode from another mode (ADD or BATCH), deactivate the mode you were previously using. The machine will automatically revert to counting mode.
- To count bills, place them in the hopper (see section 2.2, "Loading the hopper"). The machine will start counting the bills 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 bills will be displayed on the large screen. The large screen will clear itself of the previous count before the machine starts counting a new stack.

Placing additional bills in the hopper:

- Be sure the stacker does not accumulate more bills than it can hold (approximately 200 new bills or 100 old bills), as this will cause jamming, and may lead to a motor failure.

Batch mode

- If you were previously in ADD mode, please deactivate it first by pressing the ADD button. To switch to batching mode, enter the desired batch quantity using the numeric keypad. The entered batch quantity will be displayed on the small screen.
- The machine will start counting automatically once bills are placed in the hopper.
- As soon as the machine counts the desired batch quantity, it will stop and emit a confirmation beep. The large screen will show the number of bills in the stacker. You can clear both displays by pressing the "C".
- If the number of counted bills in the stacker does not reach the preset batch quantity, the large screen will blink with the actual number of bills counted, and the machine will beep to alert you that the batch is incomplete. To complete the batch, place additional bills in the hopper. The machine will automatically count the required number of bills to complete the batch.

Changing the desired batch quantity while batching:

- To change the batch quantity, wait until the machine completes the current batch. Enter the new batch quantity using the numeric keypad. The batch button also allows you to count the following pre-set batches: 10, 20, 25, 50 and 100. Press the batch button repeatedly until the batch count you desire is visible. Please be sure to empty the stacker before placing new bills in the hopper. If the previous batch was completed, the machine will automatically start counting to the newly set batch quantity once the stacker is emptied.

Add Mode

- In the ADD mode, the machine enables you to count multiple stacks of bills while keeping track of the total number of bills counted. To switch to adding mode, press the ADD button. The ADD indicator will be lit, showing this mode is active.
- Place the bills in the hopper. The machine will start counting automatically. The machine will emit a confirmation beep once the hopper is empty. The total number of bills counted will be displayed on the large screen. The number of bills in the stacker will be displayed on the small screen.
- Empty the stacker, and refill the hopper. The machine will continue counting, adding the new count to the total count.
- To reset the count, press the "C" button. Both screens will clear, and you can again start counting and adding.
- To continue adding without emptying the stacker, just refill the hopper. The machine will continue counting, adding the new stack of bills to the partially full stacker. Please ensure you do not accumulate more bills than the stacker can hold, as this will cause jamming, or could lead to a motor failure.

Add + Batch mode

- This mode allows you to batch the desired quantity of bills, and monitor the running total at the same time. To activate this mode, press the ADD button while you are in batching mode. The ADD indicator will be lit. The machine will start adding beginning with the next count. The total number of bills counted will be displayed on the large screen. The last batch count will be displayed on the small screen. If the batch is incomplete the small screen will blink with the total bills in the last count.
- To reset the count, press button "C". Both screens will clear, and you can again start counting and adding.
- See section 3.3 "Batching mode" for more details regarding batching.

Value counting mode

- This mode allows you to display the total value of bills counted. The 5700 uses a user-defined bill denomination as a multiplier, displaying the total value of bills counted (for example, a denomination of $20 x 25 bills counted = 500 displayed).
- To activate this feature, press the VALUE button. "1" will be displayed on the small screen, indicating that $1 is the selected denomination. Continue to press the VALUE button to select a denomination of 1, 5, 10, 20, 50, or 100.
- After selecting the desired denomination, load the bills to be counted into the hopper, ensuring that the denomination of the bills matches the selected denomination. The 5700 will count the stack and display the total value on the large screen, while showing the number of bills counted on the small screen.
- To exit the Value Counting feature, press the C button.

Value counting in add mode

- This mode allows you to count different denominations of bills while keeping track of the total value of bills counted. To activate this feature, press the ADD button. The ADD indicator will be lit. Press the VALUE button to select the desired denomination. The denomination will be shown in the small screen. To change the denomination, press the VALUE button again until the desired denomination is displayed. The new selected denomination will be shown on the small screen. The machine will now start calculating the value using the new denomination.
- If the total counted amount is higher than $9999, the display will show the entire number by alternating between main sum digits and lower sum digits to give you an accurate total. For example, if the counted total is $10950, the display will show the main sum digit, 1, and then show the lower sum digits, 0950.

DETECTION FEATURES

Counterfeit note detection

Cassida 5700 UV model:

- The Cassida 5700 UV is able to check for counterfeit bills using ultraviolet sensors. Press the UV button to activate UV counterfeit detection. The "UV" indicator will be lit while this feature is enabled.

- The machine will beep and stop counting when a counterfeit note is detected, and a UU message will be displayed on the small screen. To continue counting, remove the suspect bill, which will be the last one in the stacker, and press the START button. The machine will start counting again, and will not add the counterfeit bill to the count. This feature allows you to continue operation without losing count, and is especially time saving in the adding mode. To disable the UV detection feature, press the UV button again.

Cassida 5700 UV/MG model:

- The Cassida 5700 UV/MG is able to check for counterfeit bills using ultraviolet sensors and magnetic ink detection. Press the UV/MG button to toggle UV/MG counterfeit detection between UV/MG, OFF and UV and MG mode. The left indicator will be lit while the UV feature is enabled. The right indicator will be lit while the MG detector is enabled.
- The machine will beep and stop counting when a counterfeit note is detected, and a UU or nng message will be displayed on the small screen. To continue counting, remove the suspect bill, which will be the last one in the stacker, and press the START button. The machine will start counting again, and will not add the counterfeit bill to the count. This feature allows you to continue operation without losing count, and is especially timesaving in the adding mode.
- Please note that the 5700 series counters, like all other counters with integrated detectors on the market, cannot 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 bills, excessively dirty bills, or highly advanced counterfeiting techniques used to produce the bill. Separate equipment may be required to definitively determine whether or not a bill is counterfeit.

Double note detection

- Bills may stick to each other due to excessive dirt, folding, or various other reasons. The Cassida 5700 uses infrared light (IR) based technology to determine when two bills are stuck together. This feature is automatically activated in all modes for your convenience.
- The machine will start beeping, and stop counting when a double bill is detected. A dbL message will be displayed on the small screen. To clear the error, all bills must be removed from the stacker. The large screen will automatically be reset. All bills in the stacker must then be placed back in the hopper and recounted.
- **Smart double note detection in adding mode:**
  When a double note is detected in adding mode, the machine enables you to continue counting by automatically correcting the total number of counted bills on the large screen. When the machine stops, just remove all the bills from the stacker and machine will not add them to the total count.

Half note detection

- The Cassida 5700 incorporates 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 emit a warning beep and stop automatically when a half note is detected. A HLF message will be displayed on the small screen. To clear the error, all bills must be removed from the stacker. The large screen will automatically be reset. All bills in the stacker must then be placed back in the hopper and recounted.
- **Smart half note detection in adding mode:**

When a half note is detected in adding mode, the machine enables you to continue counting by automatically correcting the total number of counted bills. When the machine stops, just remove all the bills from the stacker and machine will not add them to the total count.
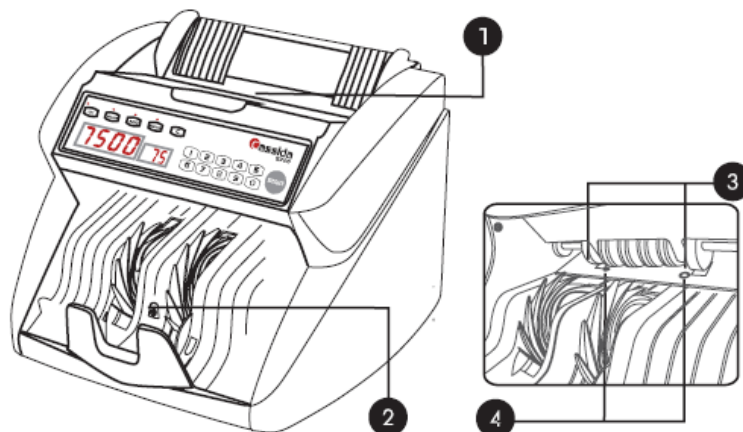
Chain note detection

- The Cassida 5700 utilizes a self-checking system that alerts you in 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 emit a warning double beep and stop automatically when a chain note is detected. A Chn message will be displayed on the small screen. To clear the error, all bills must be removed from the stacker. The large screen will automatically be reset. All bills in the stacker must then be placed back in the hopper and recounted.
- **Smart chain note detection in adding mode:**
  When a chain note is detected in adding mode, the machine enables you to continue counting by automatically correcting the total number of counted bills. When the machine stops, just remove all the bills from the stacker and machine will not add them to the total count.

MAINTENANCE AND TROUBLESHOOTING

Maintenance

ATTENTION: You should always turn the machine off and disconnect the power cord before cleaning the unit.

- Most operational problems can be avoided by regular care and preventive 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 present in the bills to be counted.
- **Bill transport and sensor cleaning –** after five (5) hours of operation or once a month, whichever comes first. Use a can of compressed air and a soft bristle brush to remove dust and other particles from all sensors. Use a Cassida CleanPro swab to clean all counting sensors. Run a Cassida CleanBill Pro currency cleaning card to clean internal rubber rollers.

1. Hopper sensor

2. Stacker sensors

3. Upper counting sensors

4. Lower counting sensors

Tip: To maximize the effectiveness of the CleanBill Pro, run it through the machine several times, flipping the card over and moving it from right to left / left to right with each pass. Excessive dirt may require the use of more than one CleanBill Pro.

When not using your machine for an extended period of time, cover it with a protective cloth or plastic sheet. This will prevent dust from settling inside.

Troubleshooting

For error messages, please refer to the table below:

Error code	Cause	Solution
UU	Counterfeit bill detected	Remove the last bill from the stacker and press the START button to continue counting. The suspect bill will not be added to the count. Refer to section 4.1 "Counterfeit detection" for more details.
mg	Counterfeit bill detected	Remove the last bill from the stacker and press the START button to continue counting. The suspect bill will not be added to the count. Refer to section 4.1 "Counterfeit detection" for more details.
dbL	The last counted bill is a double note	Remove the double note from the stacker and recount all other notes in the stacker. Refer to section 4.2 "Double note detection" for more details.
HLF	A half bill was detected	Remove the half bill from the stacker and recount all other notes in the stacker. Refer to section 4.3 "Half note detection" for more details.
Chn	Two or more notes have passed through the unit at the same time	Remove all bills from the stacker and recount them. Refer to section 4.4 "Chain noted detection" for more details.

Error code	Cause	Solution
E4	There are bills in the hopper.	Remove the bills from the hopper to allow the machine to complete its self-check.
	Hopper sensor may have collected dust.	Clean the sensor with a soft bristle brush and compressed air. Refer to section 5.1.
EU	Counting sensors may have collected dust.	Clean the sensor with a soft bristle brush and compressed air. Refer to section 5.1.
E2	There are bills in the stacker	Remove the bills from the stacker to allow the machine to complete its self-check.
	Stacking sensors may have collected dust.	Clean the sensor with a soft bristle brush and compressed air. Refer to section 5.1.

Other possible errors:

Problem description	Cause/Action
Does not operate after turned on.	Ensure the power cord is connected properly.
Machine fails to detect a counterfeit note.	The UV sensor may have collected dust. Try cleaning the UV sensor by spraying the counting mechanism using compressed air.
Inaccurate counting.	Feed gap is too wide. This may happen when brand new notes are counted, since their thickness differs greatly from used notes. Narrow the feed gap slightly by turning the feed gap adjustment screws in the "-" direction. See section 1.3 "Rear view". Adjust 1 turn and retest. Repeat until the gap is properly adjusted.

Warranty

Cassida Warranty and Support Information

Cassida Corporation provides a one-year parts and labor warranty for its products, emphasizing its commitment to making Cassida machines a lifetime work partner. Quality control measures are rigorous to ensure reliability.

Warranty Registration:

- **In the US or Canada:** Register your product at **www.cassidausa.com/register.html**.
- **Other countries:** Register at **www.cassidaglobal.com/register.html**.

Troubleshooting:

- Most malfunctions may be fixed by cleaning the unit; for instructions, refer to section 5.1.

Shipping:

- The warranty excludes shipping costs to Cassida's Technical Service Center.

Contact Information

Technical Support:

- **Email: technicalsupport@cassidausa.com**
- **Phone:** (888) 800-0303
- **Website: www.cassidausa.com**
- **For support in other countries: www.cassidaglobal.com**

Additional Information:

- Cassida Corporation – North America
- Products are printed in China.
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FREQUENTLY ASKED QUESTIONS

What is the Cassida 5700 Digital Currency Counter?

The Cassida 5700 Digital Currency Counter is a high-quality currency counting machine designed to accurately and efficiently count bills and detect counterfeit currency.

How does the Cassida 5700 work?

The Cassida 5700 uses advanced technology, including UV and MG counterfeit detection, to quickly count bills while identifying counterfeit or suspicious notes.

What types of currencies can the Cassida 5700 handle?

The Cassida 5700 is designed to handle a variety of currencies, making it suitable for various international applications.

Is the Cassida 5700 easy to operate?

Yes, the Cassida 5700 is user-friendly with a clear display, intuitive controls, and a user manual for easy setup and operation.

What is the counting speed of the Cassida 5700?

The Cassida 5700 is capable of counting bills at a high speed, typically processing 1000 bills per minute.

Does it have a batch counting feature?

Yes, the Cassida 5700 offers batch counting, allowing you to set the desired number of bills in each batch for convenient cash handling.

Can the Cassida 5700 detect counterfeit bills accurately?

Yes, the Cassida 5700 features advanced UV and MG (magnetic) counterfeit detection to identify counterfeit bills and prevent their circulation.

Is the Cassida 5700 suitable for businesses or banks?

Yes, the Cassida 5700 is ideal for businesses, banks, and cash-intensive environments where accurate and efficient currency counting is crucial.

Does it come with a warranty?

The Cassida 5700 typically includes a 1 year warranty to provide peace of mind for your investment.

Can the Cassida 5700 count mixed denominations?

The Cassida 5700 is designed to count mixed denominations of bills, streamlining the cash handling process.

What is the hopper capacity of the Cassida 5700?

The Cassida 5700 has a generous hopper capacity, typically able to hold up to Up to 200 new bills or 100 old bills for continuous counting.

Is regular maintenance required for the Cassida 5700?

Regular cleaning and maintenance are recommended to ensure optimal performance. The user manual provides guidance on maintenance procedures.

Can it be used for international currencies with different sizes and features?

Yes, the Cassida 5700 is versatile and can be adjusted to count various international currencies with different sizes and security features.

What power source does the Cassida 5700 require?

The Cassida 5700 typically operates on standard AC power, providing a reliable and consistent source of power.

Is there a customer support hotline for the Cassida 5700?

Yes, Cassida provides customer support services to assist users with any questions or issues related to the Cassida 5700.

Is the Cassida 5700 equipped with a dust cover to protect the machine?

Yes, the Cassida 5700 often comes with a dust cover to help protect the machine and keep it clean during periods of non-use.

DOWNLOAD THE PDF LINK: [Cassida 5700 Digital Currency Counter User Manual](#)

References

- [**User Manual**](#)