

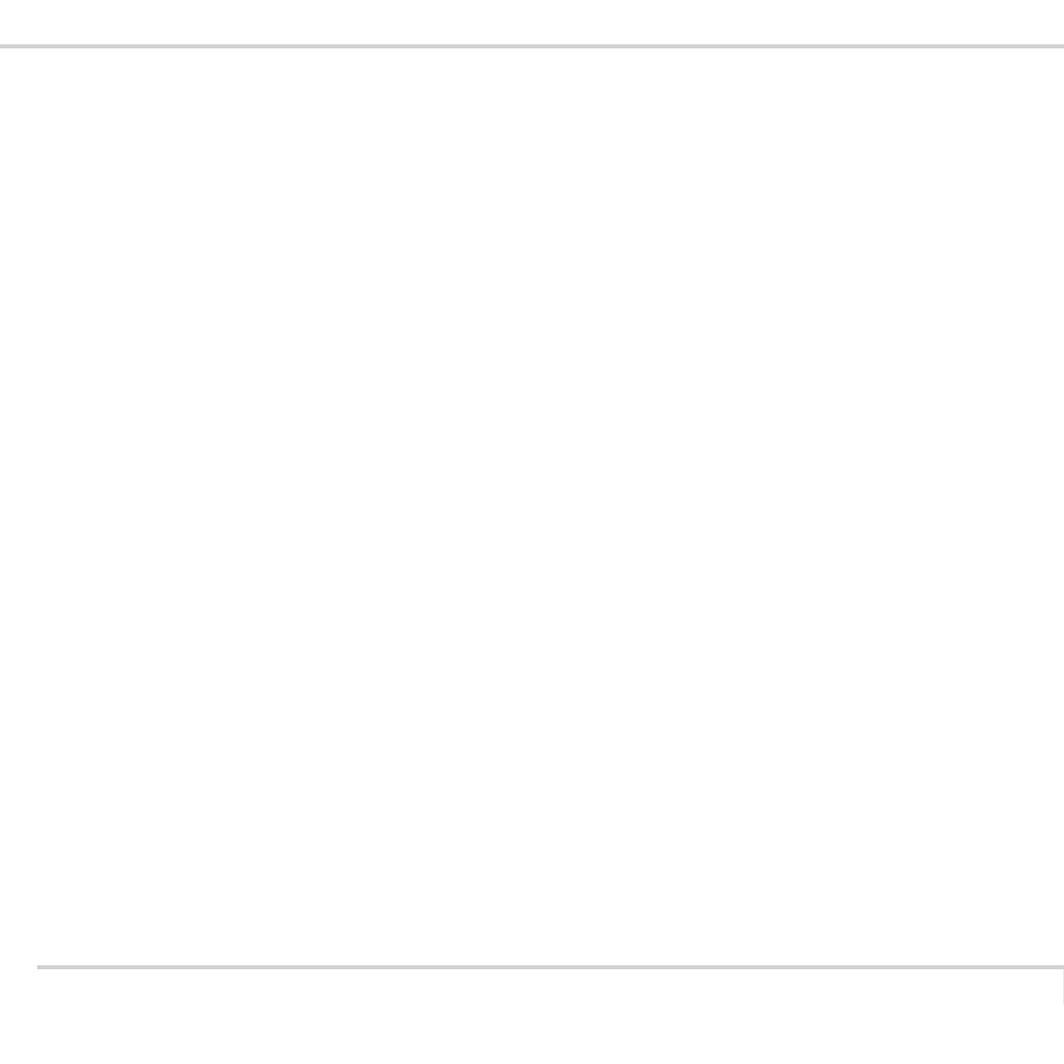
Cassida®
Advantec 75

Moving money forward



USER MANUAL

ADVANTEC 75 ADVANCED 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.

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1. INTRODUCTION

1.1 About the Cassida Advantec 75

Thank you for choosing the Cassida Advantec 75, an advanced, easy to use professional currency counter with ValuCount™.

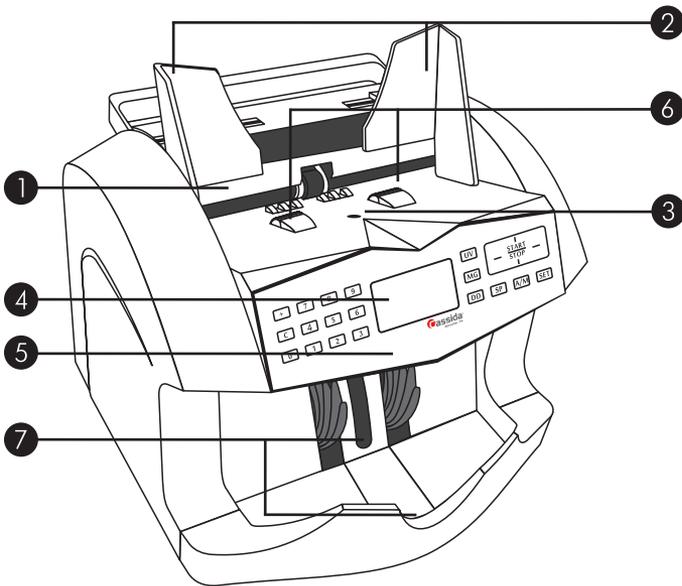
Designed for maximum flexibility and security, with optional UV and MG counterfeit detection, the Advantec 75 meets or surpasses the requirements of most money-handling applications. We hope you enjoy using it.

1.2 Box contents

- Advantec 75 ADVANCED CURRENCY COUNTER
- Power cord
- User manual
- Remote display(optional)

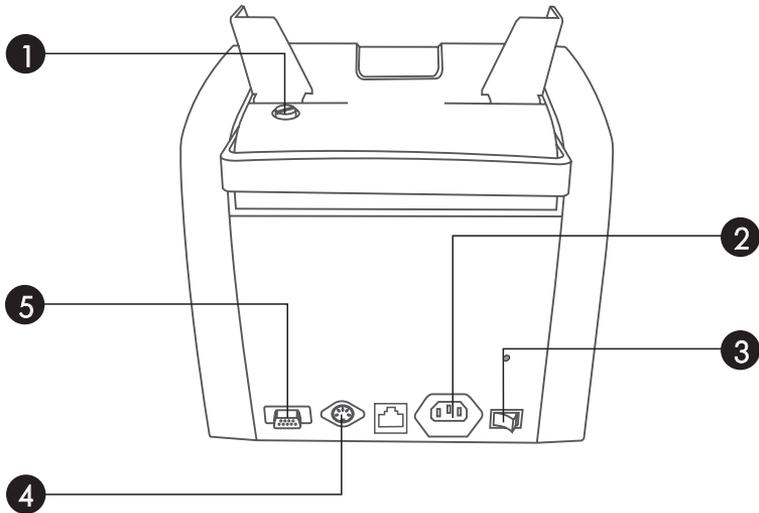
1.3 Front and rear views

Front view



- | | |
|------------------------|---|
| 1. Hopper | - Holds bills for counting |
| 2. Hopper brackets | - Helps position bills correctly |
| 3. Hopper sensor | - Detects bills present in the hopper |
| 4. Main display screen | - Displays bill count information and key messages |
| 5. Control panel | - Programs and operates the Advantec 75 |
| 6. Feed rollers | - Moves bills from the hopper into the feed mechanism |
| 7. Stacker sensors | - Detects bills present in the stacker |

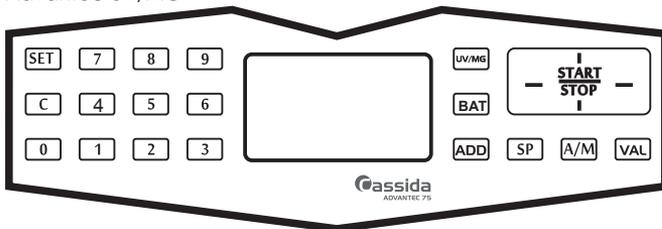
Rear view



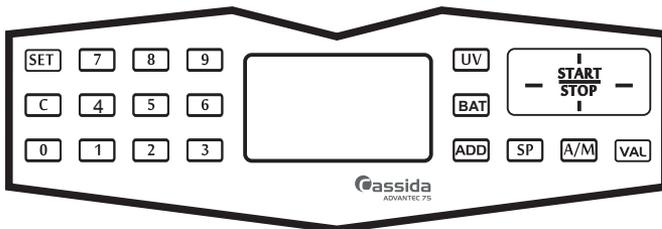
1. Feed gap adjustment
 - Adjusts for different bill thicknesses (narrow for new bills; wide for very old bills). NOTE: Do not change this setting unless the machine displays recurrent Double Note or Chain Note error messages
2. Power outlet
 - Connection for the AC power cord
3. Power switch
 - Turns the machine on or off
4. Remote display port
 - Remote display connection port (display is optional)
5. RS-232 port
 - Printer and serial communication port

1.4 Control panel

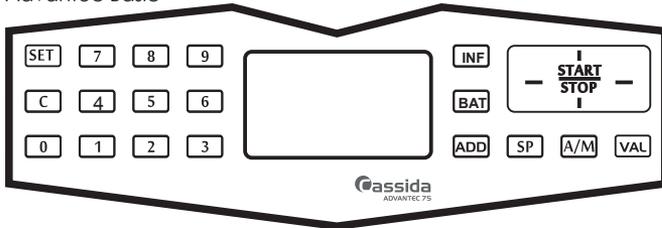
Advantec UV/MG



Advantec UV



Advantec Basic





— Starts or stops bill count. Also enables printing when pressed continuously for three seconds



— Selects menu options (right, left, up, down; shown as arrows in manual). Up and down arrow also activate ValuCount report and print function in ValueCount + Add mode only.

SET

— Accesses the Settings menu

A/M

— Selects Auto or Manual start mode

SP

— Selects counting speed (800, 1000, 1200 or 1500 bills/minute)

UV

— Enables UV counterfeit detection on Advantec U models

UV/MG

— Enables UV or MG counterfeit detection on Advantec UM model only.

VAL

— Turns on ValuCount™

INF

— Accesses system hardware and software details (Advantec Basic model only)

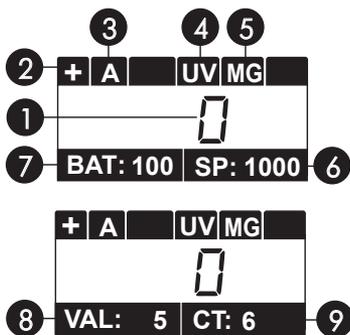
ADD

— Enables Add mode

C

— Clears the count in all modes

1.5 Display



1. Main display — Displays the number of bills counted and key messages
2. + — Add mode indicator
3. A/M — Automatic (A) or Manual (M) mode indicator
4. UV — UV counterfeit detection (U and UM models only) indicator
5. MG — MG counterfeit detection (UM model only) indicator
6. SP — Counting speed indicator
7. BAT — Batch quantity indicator
8. VAL — ValuCount™ - indicates denomination being counted
9. CT — Indicates count of bills in stacker

Note: The screen will switch between BAT and VAL based on the mode chosen. It will do the same for CT and SP.

1.6 Specifications

Counting speed	800, 1000, 1200, 1500 bills/minute
Counting speed with MG	800, 1000, 1200 bills/minute (counterfeit detection ON)
Hopper capacity	425 bills
Stacker capacity	350 bills
Countable bill size	4.3" x 2" to 7.3" x 3.5" (109mm x 51 mm to 185mm x 89mm) (l x W)
Batch size	0-999 bills
Bill transport system	Friction roller
Screen type	LCD
Power requirements	110 -240VAC 50-60HZ
Power consumption	< 40 watts
Dimensions	10.6"w x 9.8"d x 9.0"h (270mm x 250mm x 230mm)
Net weight	12.3 lbs (5.6 kg)
Gross weight	14.8 lbs (6.7 kg)
Operating humidity	40%-90%

1.7 Important safety notes

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

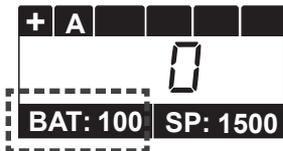
- Do not use this unit in areas where it may be exposed to water or any other liquids.
- Use only the power cord supplied with the machine. Plug the power cord into a properly grounded wall outlet. Do not remove the ground pin from the power cord. Failure to properly ground the machine can result in 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 a Cassida air duster, soft bristle brush, a Cassida CleanPro swab or a Cassida CleanBill Pro cleaning card.
- 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 unit is subsequently used.
- Take the unit to a qualified technician when service or repair is required. Do not try to replace any parts yourself.

2. OPERATION

2.1 Getting started

Plug the power cord into a properly grounded outlet. After ensuring the hopper is empty, turn the power switch ON. The machine will conduct a self-check by spinning the transport rollers several times. The screen will display "0" when the machine is ready.



The batch amount will always default to "100" each time the machine is turned on. All other user settings will be saved when the machine is turned off.

2.2 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 (2-3 mm on each side) than the width of the bills to be counted. This helps position the bills in the hopper correctly, ensuring smooth bill feeding.

2.3 Machine standby

After a short period of inactivity, the Advantec 75 will revert to Standby mode. To return to the normal operating mode, press **START/STOP** or load bill is in the stacker for counting.

2.4 Printing

To print a report on your counting results, you'll need to connect an optional printer to the machine's printer port. Once connected, turn the printer on. Printing is available only in the ValuCount + Add mode. Once you've counted your currency, hold the UP key above the **START/STOP** key. An onscreen display of the count will show. To print, press the DOWN key below the **START/STOP** key two times.

3. OPERATING MODES

3.1 Auto and manual start

In the Auto mode, the machine starts counting automatically when bills are placed in the hopper. In Manual mode, bill counting begins when **[Start/Stop]** is pressed. Press **[A/M]** to toggle between Auto and Manual modes. "A" will be displayed in the upper left section of the screen when in Auto mode and "M" when in Manual mode.

3.2 Setting counting speed

The Cassida Advantec 75 has four counting speeds available- 800, 1000, 1200, and 1500 bills/minute. Note: 1500 is not available when MG counterfeit detection is enabled. Press **[SP]** to select the desired speed. The selected speed will be displayed in the lower portion of the screen.

3.3 Count Mode



To count bills, place them in the hopper (see section 2.2, "Loading the hopper"). The machine will start counting the bills automatically, moving the bills from the hopper to the stacker as it counts. The machine will stop counting when the hopper is empty and display the number of bills counted.

Additional bills may be placed in the hopper without emptying the stacker. Be sure the stacker does not accumulate more bills than it can hold (approximately 350 bills), as this will cause jamming, and may lead to a motor failure.

With the stacker emptied, the bill count will reset to zero when the next count begins.

3.4 Add mode

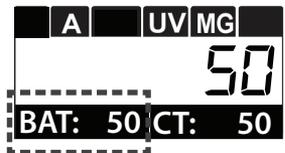


To activate the Add mode, press **ADD**. The screen will display "+" in the upper left corner, indicating the Add mode is active.

In the Add mode, the machine will keep a running total of the number of bills counted. The count is not reset when the stacker is emptied. The count or CT shown on the screen refers to the number of bills in the stacker.

To turn off the Add mode, press **ADD** again. The total bill count will reset to zero when the next bill count begins. To reset the count to zero prior to beginning a new count, press **C**.

3.5 Batch mode



To switch to Batch mode, enter the desired batch quantity using the numeric keypad. The entered batch quantity will be displayed in the lower left corner of the screen. The batch quantity can be cleared at any time by pressing **0** until batch quantity clears.

In addition to the above procedure, you can select a preset batch quantity by pressing the **BAT** key repeatedly until the desired batch amount is displayed. Preset values of 100, 50, 25, 20, 10, 5 and 1 are available.

The machine will start counting automatically once bills are placed in the hopper. When the batch quantity is reached, the count will stop. The screen will display the number of bills in the stacker.

When the stacker is emptied, the machine will automatically start counting the next preset batch quantity.

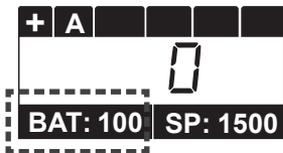
If the number of counted bills in the stacker does not reach the preset batch

quantity, the total number of bills counted will blink on the screen, and the machine will beep once 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. Do not empty the stacker. Press zero three times to clear the current batch quantity. Enter the new batch quantity using the numeric keypad. When the stacker is emptied, the machine will begin batching using the new quantity.

3.6 Add + Batch mode



In this mode, the machine enables you to count multiple stacks of bills while keeping track of the total number of bills counted. Activate the Add mode by pressing **ADD**. The "+" indicator will be displayed in the upper left corner of the screen.

Enter the desired batch quantity using the numeric keypad. The entered batch quantity will be displayed in the lower left corner of the screen.

Place the bills in the hopper. The machine will count the number of bills in the batch quantity and then stop. The total number of bills counted will be displayed on the screen.

Empty the stacker. The machine will count the next batch, adding the new count to the total count. If the batch is incomplete, the displayed total count will blink and the unit will emit one beep.

To complete the batch, add more bills to the hopper. To turn off Batch mode, press [0] until batch quantity clears. To turn off Add mode, press **ADD**.

3.7 ValuCount™ mode

What to expect with ValuCount™

ValuCount™ is a Cassida exclusive feature that quickly tallies the count and total value of a stack of bills. Begin by presorting your bills by denomination, and then enter the denomination value into the Advantec 75. The machine will then calculate the value of that stack of bills, based on count and the denomination you defined.

ValuCount™ is an easy way to calculate the total value of a stack of bills, but it is not a discriminator. To make ValuCount™ work optimally, pre-sort your bills and be certain the denomination you select matches the denomination of the bills.



This mode allows you to display the total value of bills counted, based on the bill denomination you enter.

To activate this mode, press the **VAL** button. The value indicator will appear on the lower left side of the screen. Next, use the numeric keypad to enter the desired denomination value. Denomination value is shown on the bottom left of the screen next to VAL.

After selecting the desired denomination, load bills into the hopper, ensuring the denomination of the bills matches the selected denomination. Bills will automatically begin counting. The number of bills counted is displayed next to CT and the total value of the bills appears in the main display next to the dollar sign (\$). For example a value of \$20 x 25 bills counted = \$500 displayed.

Turn this mode off by pressing the **VAL** button.

3.8 ValuCount™ + Add mode



ValuCount and Add calculates the total dollar value of bills counted. You define the bill denomination then count the bills. The Advantec tracks the total value of bills counted.

To activate, press the **ADD** button. The + appears in the upper left corner of the screen. Press the **VAL** button and the VAL indicator appears on the lower left screen. Using the keypad, enter the bill denomination you want to count. The denomination will show on screen next to VAL.

After selecting the denomination, load bills of a single denomination into the hopper. Ensure the denomination of the bills matches the selected denomination. Press start and the Advantec counts the stack. The denomination of the bills is displayed next to VAL; the number of bills counted is displayed next to CT and the total value of the bills appears in the main display next to the dollar sign (\$). For example, a denomination value of \$5 x 25 bills counted = \$125 displayed.

Next, using the keypad, change the denomination value of bills. Load another single denomination into the hopper. The unit will now start calculating the value using the new denomination and add it to the previously counted total. For example you'll now count \$10 x 50 bills counted = \$500. Add this to the \$125 in \$5 bills counted previously and the display shows \$625.

To print from this mode once you've counted, hold the UP key above the START/STOP key. An onscreen report of your count will show. To print, press the DOWN key below the START/STOP key two times. (Printing requires an optional printer to be connected to the Cassida Advantec 75.)

Turn this mode off by pressing both the **VAL** and the **ADD** buttons.

4. DETECTION FEATURES

4.1 Counterfeit detection

UV counterfeit detection (available on U and UM models only):

The UV (ultraviolet) counterfeit detection feature uses ultraviolet sensors to check for counterfeit bills. Press **[UV]** to activate ultraviolet detection. UV will be displayed on the screen.

UV SUSPECT NOTE

If a suspect UV counterfeit bill is detected, the machine will emit two beeps and stop counting. A UV Suspect Note message will be displayed on the screen. To continue counting, remove the suspect bill, which will be the top bill in the stacker, and press **[START/STOP]**. The machine will start counting again. The suspect bill will not be added to the count.

MG counterfeit detection (available on UM model only):

MG (magnetic) counterfeit detection checks for magnetic security marks. Press **[UV/MG]** to activate MG counterfeit detection. "MG" will be displayed at the top of the screen. ON UV/MG models, push **[UV/MG]** once for UV detection, twice for MG protection, three times for both UV and MG and four times to turn both detections off.

MG SUSPECT NOTE

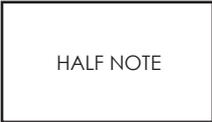
If a suspect MG counterfeit bill is detected, the machine will emit two beeps and stop counting. An MG Suspect Note message will be displayed on the screen. To continue counting, remove the suspect bill, which will be the top bill in the stacker, and press **[START/STOP]**. The suspect bill will not be added to the total count.

Please note that the Advantec 75 series counters, like all other counters with integrated detectors available 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.

4.2 Half note detection

The Advantec 75 incorporates infrared (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.



HALF NOTE

If a half note is detected, the machine will emit two beeps and stop counting. A "HALF NOTE" message will be displayed on the screen. Move the notes in the stacker to the hopper and count again. To clear the error, all bills must be removed from the stacker for recounting. Bills that were added to the stacker at the time of the error are not added to the count.

4.3 Double note detection

Bills may stick to each other due to excessive dirt, folding, or various other reasons. The Advantec 75 uses infrared (IR) technology to determine when two bills are stuck together. This feature is automatically activated in all modes for your convenience.



DOUBLE NOTE

If double notes are detected, the machine will emit two beeps and stop counting. A "DOUBLE NOTE" message will be displayed on the screen. Move the notes in the stacker to the hopper and count again. To clear the error, all bills must be removed from the stacker for recounting. Bills that were in the stacker at the time of the error are not added to the count.

4.4 Chain note detection

The Advantec 75 utilizes a self-checking system that alerts you in rare cases when several notes pass through the counting mechanism at once. The Advantec 75 will automatically stop and alert the user if this occurs. This feature is activated automatically in all modes for your convenience.

CHAIN
NOTES

If chain notes are detected, the machine will emit two beeps and stop counting. A "CHAIN NOTES" message will be displayed on the screen. To clear the error, all bills must be removed from the stacker for recounting. Bills that were in the stacker at the time of the error are not added to the count.

4.5 Note width detection (DD)

Note width detection is turned off as a default setting, because the majority of Cassida's customers are counting US and Canadian currency, which do not vary in width.

If you are counting foreign currencies and need note width detection turned on, please access it through the SET menu. The SET menu will prompt you to call Cassida directly at (888) 800-0303 to obtain a pass code to change your Note Width Detection settings.

Note: If you turn note width detection on, DD will show in the upper portion of the screen. We recommend setting the speed to 800 bills/minute to prevent false detection errors.

When note width detection is turned on, Advantec will memorize the width of the first bill in the stack. All subsequent bills will be compared to the first bill's width. If the machine detects a bill that is too narrow, it will stop and emit two beeps to alert the user.

5. CHANGING THE DEFAULT SETTINGS

Note: Cassida has developed our default settings on the Advantec 75 to work well with US currency. You should not have to change these settings. As an added safeguard against changes to the default software, we've added a pass code protection. You'll be prompted to call Cassida to get your pass code.

To make changes to the settings, hold the **SET** key until you get this screen:

Warning: This button changes your machine settings. It is pass code activated

Press and hold the **SET** button again until you get this screen:

PASSWORD
[REDACTED]
Call (888) 800-0303 for
your pass code

Call us for your pass code. Enter it using the keypad. Then, press and hold the **SET** key to get to the SET menu.

5.1 UV (ultraviolet) counterfeit detection sensitivity

1: CF	2: TIME
3: SPEED	4: MORE
5: INFO	

DD: 4	DE: 6
UV: 4	MG: 4
HF: ON	

ATTENTION: To adjust the UV counterfeit detection sensitivity, press **SET** for 3 seconds to display the main menu.

Press **SET** again to enter the CF setup mode.

Use the ←/→ keys to select the UV menu option. Then press the ↑/↓ keys to choose a setting between 0-8. A value of 8 is the highest sensitivity. A value of 0 means UV detection is turned off. If false UV errors are being detected, decrease the setting. If counterfeit bills are not being detected by UV, increase the setting.

Press **START/STOP** twice to save the new settings and exit.

5.2 MG counterfeit sensitivity

1: CF	2: TIME
3: SPEED	4: MORE
5: INFO	

DD: 4	DE: 6
UV: 4	MG: 4

To adjust the MG counterfeit detection sensitivity, press **SET** for 3 seconds to display the main menu.

Press **SET** again to enter the CF setup mode.

Use the ←/→ keys to select the MG menu option. Then press the ↑/↓ keys to choose a setting between 0- 8. A value of 8 is the highest sensitivity. A value of 0 means MG detection is turned off. If false MG errors are being detected, increase the setting. If counterfeit bills are not being detected by MG, decrease the setting. Press **START/STOP** twice to save the new settings and exit setup.

5.3 Note density (DE) setting

1: CF	2: TIME
3: SPEED	4: MORE
5: INFO	

DD: 4	DE: 6
UV: 4	MG: 4
HF: ON	

To adjust the note density setting, press **SET** for 3 seconds to display the main menu.

Press **SET** again to enter the CF setup mode.

Use the ←/→ keys to select the DE menu option. Then press the ↑/↓ keys to choose a setting between 0-8. If false DOUBLE NOTE errors are being seen, increase the setting.

Press **START/STOP** twice to save the new settings and exit setup.

5.4 Note width (DD) sensitivity

(IMPORTANT: The DD adjustment on models sold in the U.S. is factory-set to optimal sensitivity. Further adjustment is not recommended.)

1: CF	2: TIME
3: SPEED	4: MORE
5: INFO	

To adjust the note width sensitivity setting, press **SET** for 3 seconds to display the main menu.

Press **SET** again to enter the CF setup mode.

DD: 4	DE: 6
UV: 4	MG: 4
HF: ON	

Use the ←/→ keys to select the DD menu option. Then press the ↑/↓ keys to choose a setting between 2mm to 8mm. A value of 0 means DD detection is turned off.

Note: if the DD value is set too small, it can result in false DD errors. Press **START/STOP** twice to save the new settings and exit setup.

5.5 Screen brightness and contrast

To adjust screen brightness and contrast, press **SET** for 3 seconds to display the main menu. Use the ←/→ keys to select the MORE menu option.

1: CF	2: TIME
3: SPEED	4: MORE
5: INFO	

Press **SET** again to display more menu options

Use the ←/→ keys to select the LIGHT menu option. Then press the ↑/↓ keys to choose a screen brightness setting between 0-100.

LIGHT: 50	CR: 40
DEFA: N	BEEP: Y
SEN_ADJ	SP_CAL

Use the ←/→ keys to select the CR (contrast) menu option. Then press the ↑/↓ keys to choose a contrast setting between 24-46.

Press **START/STOP** Twice to save the new settings and end setup.

5.6 Keypad beep ON/OFF

To turn keypad beep ON or OFF, press **[SET]** for 3 seconds to display the main menu. Use the \leftarrow/\rightarrow keys to select the MORE menu option.

1: CF	2: TIME
3: SPEED	4: MORE
5: INFO	

Press **[SET]** again to display more menu options.

Use the \leftarrow/\rightarrow keys to select the BEEP menu option. Then press the \uparrow/\downarrow keys to choose Y (yes) or N (no).

LIGHT: 50	CR: 40
DEFA: N	BEEP: Y
SEN_ADJ	SP_CAL

Press **[START/STOP]** twice to save the new settings and exit setup.

5.7 Speed set

1: CF	2: TIME
3: SPEED	4: MORE
5: INFO	

Bill counting speed is normally set using the **[SP]** key. The speed can also be adjusted from the setup menu. To change counting speed, press **[SET]** button. Use the \leftarrow/\rightarrow keys to select the SPEED menu option.

1: 800	2: 1000
3: 1200	4: 1500

Press the **[SET]** button to enter the SPEED setup mode.

Use the \leftarrow/\rightarrow keys to select the desired counting speed.

Press the **[START/STOP]** key twice to save the new settings and exit setup.

5.8 System information

1: CF	2: TIME
3: SPEED	4: MORE
5: INFO	

To display information about your Advantec 75, press **SET** for 3 seconds to display the main menu. Use the ←/→ keys to select the INFO menu option.

Press **SET** to display system information.

Model:	Cassida 75
S/N:	8214056650
H_Ver:	3.03.00
S_Ver:	3.03.04
Date:	16-04-2012

Press **START/STOP** twice to exit setup.

For the Advantec 75 Basic, system information can also be viewed by pressing **INF**.

5.9 Setting the time

To set the time on your Advantec 75, press **SET** for 3 seconds to display the main menu. Use the ←/→ keys to select the TIME menu option.

Use the ←/→ keys to toggle to the correct time.

Press **START/STOP** twice to exit setup.

5.10 Restore factory default settings

1: CF	2: TIME
3: SPEED	4: MORE
5: INFO	

To restore all system settings to factory default, press **SET** for 3 seconds to display the main menu. Use the ←/→ keys to select the MORE menu option.

Press **SET** to enter the MORE setup menu.

LIGHT: 50	CR: 40
DEFA: N	BEEP: Y
SEN_ADJ	SP_CAL

Use the ←/→ keys to select DEFA menu option. Use the ↑/↓ keys to choose Y (to restore factory default settings) or N (to retain current user settings).

Press **START/STOP** key twice to save the new settings and exit setup.

6. MAINTENANCE AND TROUBLESHOOTING

6.1 Maintenance

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 certain there are no metal clips or rubber bands present in the bills to be counted.

When not using your machine for an extended period of time, turn off and cover it with a Cassida currency counter cover. This will prevent dust from settling inside.

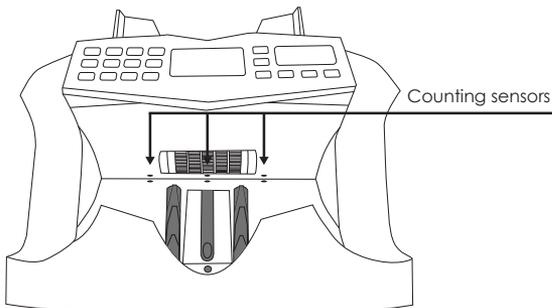
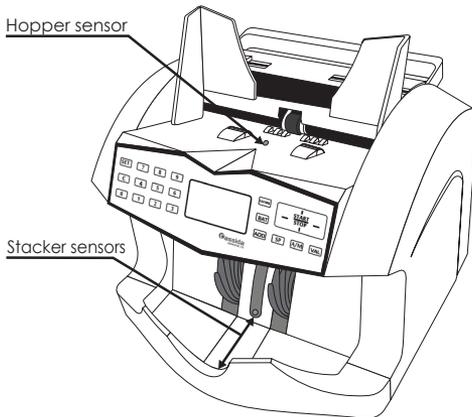
ATTENTION: You should always turn the machine off and disconnect the power cord before cleaning the unit.

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 Clean Pro swab to clean all counting sensors. Run a Cassida Clean Bill Pro currency cleaning card to clean internal rubber rollers.

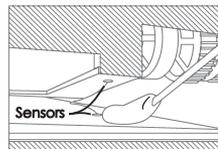
Tip: To maximize the effectiveness of the Clean Bill Pro, run it through the machine several times, flipping the card over and moving it from right to left / left to right with each pass. Excessive dirt may require the use of more than one Clean Bill Pro.

6.2 Cleaning the sensors

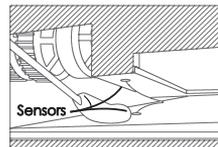


Note: Middle sensor is optional

Counting sensors consist of an upper and lower sensor. To clean, insert a Cassida CleanPro swab between the sensor pairs.



Left sensor pair



Right sensor pair

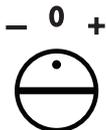
6.3 Feed gap adjustment

Over the course of time, as the rubber components in the bill transport wear, the feed gap will need to be adjusted. Adjustments may also be necessary if non-US currencies are being counted.

Use the following guidelines to properly adjust the feed gap:

If multiple bills are being pulled through the feed mechanism (which will usually cause a DB or CHN error), decrease the feed gap by turning the adjuster slightly counterclockwise.

If the bill feed is too slow, and the feed mechanism sounds like it is working too hard, increase the feed gap by turning the adjuster slightly clockwise.



6.4 Troubleshooting

Error code	Cause	Solution
CHAIN NOTES	Chain notes detected.	Two bills stuck together. See Section 4.4.
	Feed gap too wide (if message displays frequently).	Narrow the feed gap. See Section 1.3.
DOUBLE NOTES	Double notes detected.	Two bills stuck together. See Section 4.3.
	Feed gap too wide	Decrease feed gap. See section 6.3.
HALF NOTE	Half note detected.	Torn banknote. See Section 4.2.
	Counting sensors dirty (if message displays frequently).	Clean counting sensors. See section 6.2.
Please check left counting sensor	Possible debris on counting sensor	Clean counting sensors. See section 6.2.
Please check right counting sensor		
Please check UV sensor	Contact your local Cassida dealer or factory technical support.	
Please check speed sensor		
Please check stacker sensor	Possible debris on stacker sensor.	Clean stacking sensor. See section 6.2.
Please check hopper sensor	Possible debris on hopper stacker sensor.	Clean hopper sensor. See section 6.2.

Other possible errors	Cause/Action
Does not operate after unit turned on.	Ensure power cord is plugged in.
<p>Machine fails to detect counterfeit notes.</p> <p>Note: The Cassida Advantec 75 currency counters, like all other counters with integrated detectors on today's 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 definitely determine whether or not a bill is counterfeit.</p>	<p>Ensure counterfeit detection is turned on. Adjust counterfeit detection sensitivity. See sections 5.1 and 5.2.</p>
Inaccurate counting	<p>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. See Section 1.3.</p>
	<p>Possible dirty counting sensors. See section 6.2.</p>
	<p>If counting non-US currencies, the note density setting may require adjustment. See Section 5.3.</p>
Bills jammed	<p>Turn off the machine. Remove any jammed bills by turning rollers and wheels manually, if necessary.</p>
	<p>Foreign objects present in bill stock. Inspect the machine and the bills and remove any foreign objects such as paper clips or rubber bands.</p>
	<p>Feed gap may require adjustment. See section 6.3</p>

7. WARRANTY AND CONTACT INFORMATION

7.1 Warranty

All Cassida products are backed by a one-year warranty on parts and labor. Registration is required. To activate your warranty in the US or Canada, please register online by visiting www.cassidausa.com/register. In most cases, the malfunction of the machine can be resolved by cleaning the unit. Please refer to section 6.1 Maintenance.

Shipping: The warranty does not cover the cost of shipping to the Cassida Technical Service Center.

7.2 Contact Information

If you need to contact the Cassida Technical Service Center, please have the following information available:

- **Product model** – Located on the rear panel of the unit.
- **Serial number** – Located on the rear panel of the unit.
- **Nature of the problem** – What happens, and when did it happen? Did the machine display an error message?
- **Steps taken** to resolve the problem, and the results

Technical support contact information:

Email: technicalsupport@cassidausa.com
Tel: (888) 800-0303
www.cassidausa.com



care about
money



speed



counterfeit
detection



operation
ease



design



support



quality

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