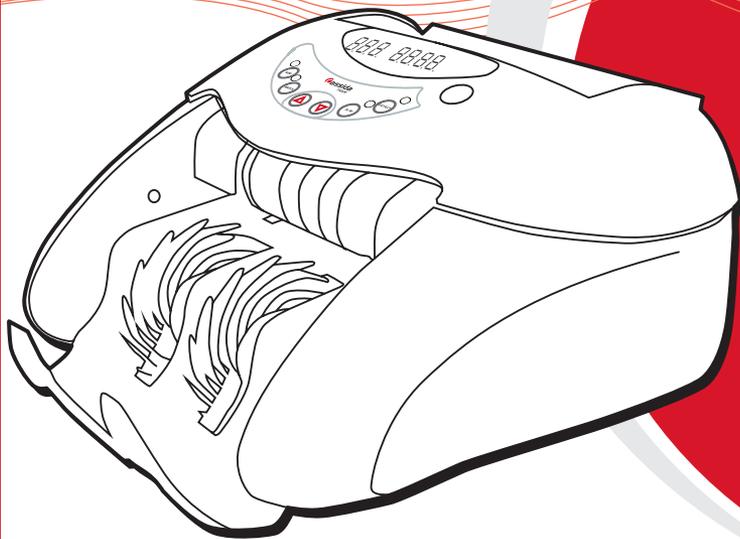


**Cassida**  
TIGER

*Moving money forward*



**USER MANUAL**

**ULTRA-COMPACT 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

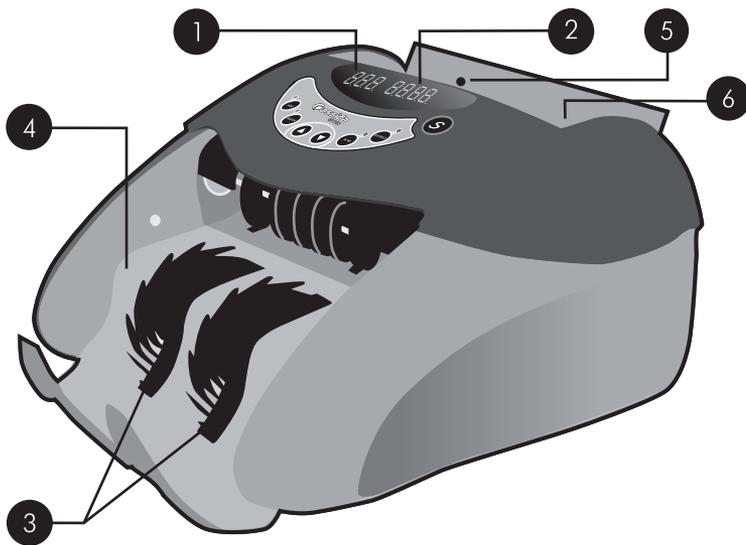
### 1.1 About the Cassida Tiger

Thank you for choosing CASSIDA'S TIGER currency counter. We hope you enjoy using it. Cassida Tiger currency counters incorporate the latest technological advancements, which allow for high level performance in an ultra compact unit. This small yet powerful machine boasts many features of a professional grade currency counter. These include a 1200 bills per minute counting speed, an add+batch mode, and a 0-999 batching and auto/manual operation option. Digital functionality, a reliable counterfeit detection system, and a user-friendly interface make this currency counter an invaluable tool in everyday money processing tasks.

With an emergency stop feature, a snap-open front cover, and a built-in self-checking system, the CASSIDA TIGER is truly a "smart" assistant you can rely upon in any cash-intensive environment.

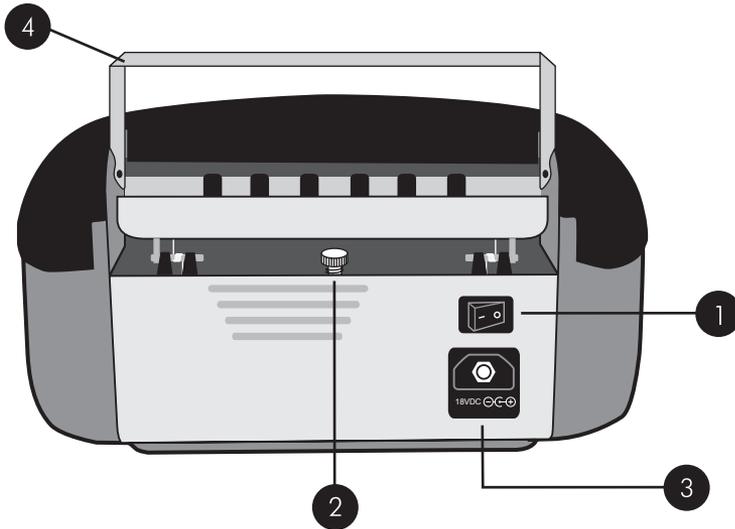
## 1.2 FRONT AND REAR VIEW

Front view



1. Screen A
2. Screen B
3. Stacking rollers – transport counted bills into the stacker
4. Stacker – receives and holds counted bills
5. Hopper sensor – signals presence of bills in the hopper
6. Hopper – holds bills that need to be counted

Rear view



1. Power switch – turns the power on or off
  2. Feeding gap adjustment screw – adjust for different bill thicknesses
- Note:** Please do not change this setting unless advised so by a technician.
3. Power outlet – to connect the power cord
  4. Retractable handle – used to carry the machine

### 1.3 Control Panel



"ADD"	activates the adding mode. The indicator will be lit up while this mode is on.
"BATCH"	activates the batching mode and sets one of the preset batch numbers. The indicator will be lit up while this mode is on.
▲ ▼	Increase or decrease the batch number.
"DETECT"	activates counterfeit detection feature. The indicator will be lit up while this feature is on.
"A/M"	allows selection between automatic and manual counting modes. The indicator will be lit up while machine is in automatic mode.
"S"	initiates or stops counting when bills are in the hopper. Clears screen A and screen B when hopper is empty.
Screen A	displays selected batch number in batching mode, total number of bills counted in adding mode, and the previous count in counting mode.
Screen B	displays the number of counted bills.

## 1.4 Specifications

Power supply:	100-220 VAC 50/60Hz
Power consumption:	< 80 watts
Counting speed:	Approx. 1200 bills/min
Applicable bill thickness:	0.075-0.15 mm
Hopper capacity:	200 new bills or 100 old bills
Stacker capacity:	200 new bills or 100 old bills
Batch range:	0 – 999 banknotes
Feeding system:	Roller friction system
Screen A:	Three-digit (LED)
Screen B:	Four-digit (LED)
Counterfeit detection:	UV (Cassida Tiger UV), UV and MG (Cassida Tiger UV/MG)
Ambient Temperature:	0°C – 40°C (32°F-104°F)*
Operating humidity:	40%-90%
Unit Size:	260 X 260 X 150 mm. (10" X 10" X 5.9")
Weight:	4 kg. (8.8 lbs)

## 1.5 Important safety notes

When using this unit, basic safety precautions should always be taken, to include 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 sure the unit is installed on a stable, flat surface. Do not operate the machine in areas with high temperature, humidity or smoke. This may prevent the counter from working correctly.
- This unit is designed for indoor use within a ventilated environment. Keep the machine away from direct sunlight and strong magnetic fields, as this could interfere with the unit's operation.
- If the unit is not in use for an extended period of time, please remove the power plug from the wall outlet.
- Unplug this unit from the wall outlet before cleaning. Use a Cassida Air Duster and CleaBill Pro cleaning card for cleaning the interior of the machine. A soft cleaning cloth may be used to clean the exterior. Avoid the use of solvents as they could damage the unit.
- To avoid the risk of electrical shock, do not disassemble this unit. Disassembling the unit will expose you to dangerous voltages and other risks associated with moving components. Incorrect re-assembly can cause electrical shock when the unit is powered on.
- Take the currency counter to a qualified technician when service or repair is required. Do not try to replace the parts yourself, as the supplied spare parts are intended for replacement by qualified personnel only.

## 2. GETTING STARTED

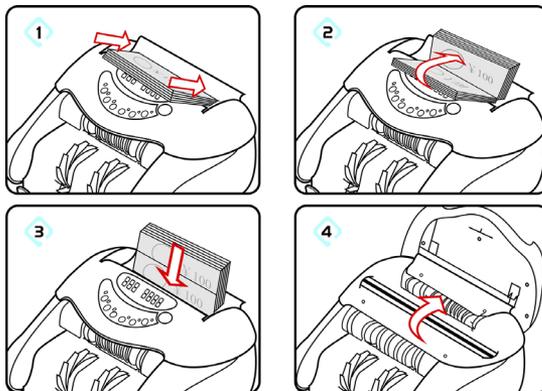
### 2.1 Powering up

Please make sure the hopper is empty and turn the power switch on. The machine will conduct a self-check by spinning the counting wheels several times. The machine will emit a beep and display "0" on the screen "B" when it is ready to count.

### 2.2 Loading the hopper

It is important to load the hopper correctly, as this will avoid bill jams and ensure the machine's continued, uninterrupted operation.

Refer to diagram below for hopper loading instructions.



## 3. OPERATING MODES

### 3.1 Auto mode

To enable this mode, press the "A/M" button. The "A/M" indicator will also be lit up. In this mode, the machine starts counting automatically. This is the default mode for the Tiger and it is recommended to keep this function turned on, as it will save time and further increase your cash processing efficiency.

**Note:** For your convenience, all further instructions are applicable to the currency counter's operation with the automatic function turned on. If you turn the automatic function off, the same instructions apply. The only difference is that you will have to press the "S" button to start each count.

### 3.2 Counting mode

The machine defaults to counting mode when it is powered on.

Ensure the Add and Batch modes are turned off.

To count bills, place them into the hopper (refer to section "2.2 Loading the hopper").

The machine will start counting the bills automatically and will move bills from the hopper to the stacker as it counts them.

The machine will stop counting when the hopper is empty. The counted number of the bills will be displayed on screen B. The previous count will also be displayed on screen A. For example, if 50 bills were counted and another 70 bills were counted after that, screen A will show "50" and screen B will show "70."

### 3.2 Batching mode

To switch to batch mode, press the "BATCH" button to choose from preset numbered units (100, 50, 25, 20, and 10). To adjust the batch to one that is not a preset number, please use the up (▲ ▼) and down (▲ ▼) arrowed buttons. The "batch" indicator will be lit up while this mode is on.

The machine will start counting automatically once bills are placed in the hopper. As soon as the machine reaches the desired batch number, it will stop. Screen B will display number of bills in the just-counted batch. Screen A will display bills in the previous batch.

If the number of counted bills in the stacker does not reach the preset batch number, screen B will blink to alert you that the indicated number of counted bills is an incomplete batch.

If you want to complete the batch, place more bills in the hopper. The machine will automatically count to the required number of bills to complete the batch.

Changing batch :

Wait until the machine stops counting.

If the previous batch was completed, press the "S" button to clear Screen B and then press the "BATCH" and arrow buttons to enter a new batch number.

If the previous batch was not completed, press the "BATCH" and arrow buttons to enter a new batch number. The machine will clear the current count and automatically count a newly selected batch.

### 3.4 Adding mode

In this mode, the machine enables the counting of multiple stacks of bills while keeping track of the total number of bills counted.

To switch to the adding mode, press the "ADD" button. The "ADD" mode indicator will be lit up while this mode is on.

Place the bills into the hopper and the machine will start counting automatically.

The total number of bills counted will be displayed on screen B and the last count will be displayed on screen A.

To reset the total count press the "S" button for 2 seconds.

### 3.5 Adding and batching mode

This mode allows you to batch the necessary quantities of bills and monitor their total number at the same time. To enable this mode, press the "ADD" button and choose your batch number (as described in section 3.3 above). Place the bills into the hopper and the unit will start counting automatically. The machine will stop when a batch is complete. After each batch, please empty the stacker and press the "S" button to resume counting. The total number of bills counted will be displayed on screen B, and the current batch number will be displayed on screen A. If the batch has not been completed, the total number of counted bills on screen B will blink to alert you.

## 4. DETECTION FEATURES

### 4.1 Counterfeit note detection

#### 4.1.1 COUNTERFEIT DETECTION Cassida Tiger UV model

The Cassida Tiger series models are able to verify the authenticity of the bills using ultraviolet (UV) detection.

Press the “DETECT” button to turn the counterfeit detection on. The button indicator will be lit up while this feature is on.

The machine will beep and stop counting when a counterfeit note is detected and a “UU” message will be displayed on screen A. To continue counting remove the suspicious bill which will be the last one in the stacker and press the “S” button. The machine will resume counting and will not add the suspect bill to the count. This feature allows you to continue operation without losing the count and is especially time-saving in adding modes.

#### 4.1.2 COUNTERFEIT DETECTION Cassida Tiger UV/MG model

The Cassida Tiger UV/MG incorporates both ultraviolet (UV) and magnetic (MG) detection systems. Repeatedly press the “Detect” button to turn on the desired detection system as shown on screen A (“UU” for UV, “mG” for magnetic, “Um” for UV and magnetic). The indicator will be lit up while this feature is on. The machine will beep and stop counting when a counterfeit note is detected and a “UU” or “mg” message will be displayed on screen A. To continue counting remove the suspicious bill which will be the last one in the stacker and press the “S” button. The machine will resume counting and will not add the counterfeit bill to the count. This feature allows you to continue operation without losing the count and is especially time-saving in adding modes.

**NOTE:** The Cassida Tiger series currency counters, like all other counters with integrated detectors present 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 out bill, excessively dirty bill or a highly advanced counterfeiting technique used to produce the bill. Separate equipment may be required to provide definitive proof of whether or not a note is counterfeit.

## 4.2 Double note detection

Bills may stick to each other for various reasons, which can include excessive dirt, folding, and being brand new. The CASSIDA TIGER uses infrared light (IR) based technology to determine when two (2) bills stick together. This feature is activated automatically in all modes for your convenience.

The machine will stop counting when a double bill is detected. The machine will emit an alerting beep and display a "dbl" message on screen A. To avoid counting errors, the machine will automatically reset screen B and not count bills that are currently in the stacker. As a result, all bills that are in the stacker need to be placed back into the hopper and recounted.

Smart double-note detection in adding and adding + batching mode:

When a double note is detected during the "ADD" mode, the machine allows you to continue operation without losing your total count. When this occurs, the machine will emit an alerting beep and display a "dbl" message on screen A. Simply remove all bills from the stacker and place them back into the hopper and press the "S" button. The machine will automatically correct the total number of counted bills on screen B and continue from the previous count.

## 4.3 Half-note detection

The CASSIDA TIGER incorporates infrared light (IR) sensors that notify a user if a half-note passes through the counting mechanism. This feature is activated automatically in all modes for your convenience.

The machine will stop counting when a half-note is detected. The machine will emit an alerting beep and display a "HLF" message on screen A. Please remove the half-note from the stacker. To avoid counting errors, the machine will automatically reset screen B and will not count bills that are in the stacker. As a result, all bills that are in the stacker need to be placed back into the hopper and recounted.

Smart half-note detection in adding and adding + batching mode:

When a half-note is detected during the "ADD" mode, the machine allows you to continue counting without losing your total count. When this occurs, the machine will emit an alerting beep and display a "HLF" message on screen A. Simply remove all bills from the stacker and place them back into the hopper and press the "S" button. The machine will automatically correct the total number of counted bills on screen B and continue from the previous count.

#### 4.4 Chain note detection

The Cassida Tiger currency counter utilizes a self-checking system to detect if several notes pass through the counting mechanism at once. This feature is activated automatically in all modes for your convenience.

The machine will stop counting when multiple notes have passed through the counting mechanism. The machine will emit an alerting beep and display a "CHn" message on screen A. To avoid counting errors, the machine will automatically reset screen B and not count bills that are currently in the stacker. As a result, all bills that are in the stacker need to be placed back into the hopper and recounted.

##### Smart chain note detection in adding and adding + batching mode:

When a chain note is detected during any "ADD" mode, the machine allows you to continue counting without losing your total count. When this occurs, the machine will emit an alerting beep and display a "CHn" message on screen A. Simply remove all bills from the stacker and place them back into the hopper and press the "S" button. The machine will automatically correct the total number of counted bills on screen B and continue from the previous count.

#### 4.5 Bill size detection

The Cassida Tiger series incorporate a bill-size detection feature, which alerts you when a bill is narrower than a standard bill by more than 10 mm. This feature helps to identify torn and folded bills and is activated automatically in all modes for your convenience.

The machine will stop counting when a narrow bill is detected. The machine will emit an alerting beep and display a "dd" message on screen A. To continue counting remove the suspicious bill, which will be the last one in the stacker and press the "S" button. The machine will resume counting and will not add the identified bill to the count. This feature allows you to continue operation without losing count and is especially time-saving in adding modes.

## 5. MAINTENANCE AND TROUBLESHOOTING

### 5.1 Maintenance

Most operational problems can be avoided by regular care and preventative maintenance. This will significantly increase its lifetime and help avoid costly repairs.

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

To avoid problems:

Make sure there are no metal clips or rubber bands in the bills you are going to count.

Be sure to follow the proper procedure for loading the hopper. Please refer to section 2.2 - Loading the hopper.

To get the best results from your machine, the following maintenance is recommended on a daily basis:

Clean all the sensors in the machine with a soft brush and a Cassida Air Duster. Run a Cassida CleanBill Pro through the machines several times to clean the feed mechanism.

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

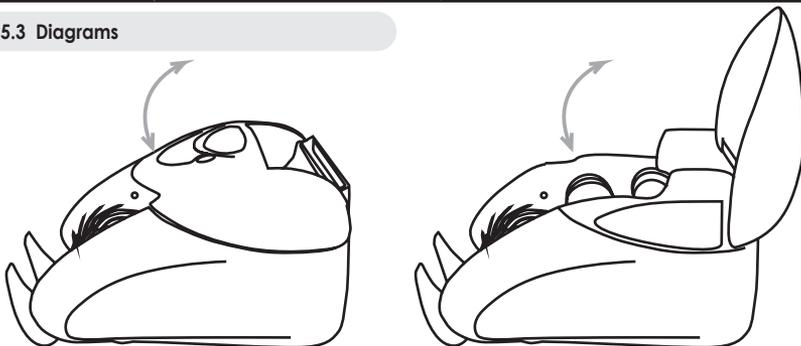
### 5.2 Troubleshooting

Please see the Error message display below:

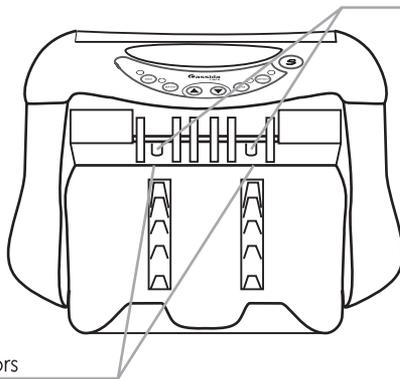
<b>Error Code</b>	<b>Cause</b>	<b>Solution</b>
<b>UU</b>	Counterfeit bill is detected	Remove the last bill from the stacker and press the "S" button to continue counting. Refer to section 4.1.1 counterfeit detection for more details.
<b>MG</b>	Counterfeit bill is detected	Remove the last bill from the stacker and press the "S" button to continue counting. Refer to section 4.1.2 for more details.
<b>dbl</b>	The last counted bill is a double-note	Check if the last 2 bills in the stacker are stuck together. Remove all bills from the stacker and recount them. Refer to section 4.2 for more details.
<b>HLF</b>	A half or a torn bill is detected	Remove the half-bill from the stacker. Remove all other bills from the stacker and recount them. Refer to section 4.3 for more details.
<b>CHN</b>	More than two notes have passed through at the same time.	Remove all bills from the stacker and recount them. Refer to section 4.4 for more details.
<b>ERR A</b>	<ol style="list-style-type: none"> <li>1. There are bills in the hopper</li> <li>2. Hopper sensor may have collected dust.</li> </ol>	<ol style="list-style-type: none"> <li>1. Remove bills from the hopper, restart the machine and allow the self-check process to complete.</li> <li>2. Clean the sensor with a can of compressed air or a soft brush.</li> </ol>
<b>ERR B1</b> <b>ERR B2</b>	<p>Left counting sensor may have collected dust.</p> <p>Right counting sensor may have collected dust</p>	Clean the sensor with a can of compressed air or a soft brush.
<b>dd</b>	A non-standard sized bill is detected	Remove the last bill from the stacker and press the "S" button to continue counting. Refer to section 4.5 not size detection for more details.

Bills jammed	Turn off the machine. Remove any jammed bills by lifting the front cover and turning rollers or wheels manually, if necessary. Refer to section 5.3 for a diagram. Look for any foreign objects inside the machine, such as paper clips, rubber bands, etc. Remove any object that is found. Close the front cover, turn the machine on and restart counting.	
Machine fails to detect counterfeit notes	<ol style="list-style-type: none"> <li>1. The UV sensor may have collected dust.</li> <li>2. Magnetic sensors may need cleaning</li> </ol>	<ol style="list-style-type: none"> <li>1. Clean the UV sensor using compressed air or a soft brush.</li> <li>2. Run a currency cleaning card through the machine to clean the magnetic sensors.</li> </ol>
Inaccurate counting, recurrent "CHn" or "dbl" errors	<ol style="list-style-type: none"> <li>1. If one of these errors occur and brand new bills are counted it may be that the feeding gap is too wide. The machine's gap is set for circulated bills and the feeding gap may need to be narrowed for counting brand new bills.</li> <li>2. With time, the rubber rollers and rubber mat wear down increasing the feeding gap. Narrow the gap as necessary.</li> </ol>	<p>Narrow the gap slightly by turning the "feeding gap adjustment screw" clockwise (refer to part 1.3 Rear and front view) and try counting again.</p> <p>Repeat the procedure until a suitable gap width is reached.</p>

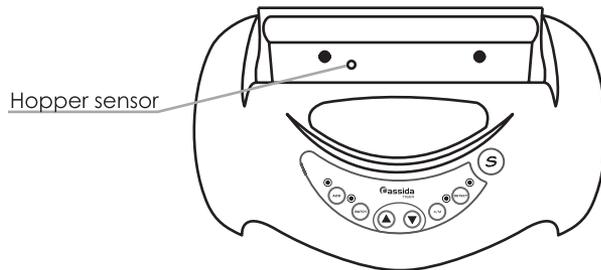
### 5.3 Diagrams



Counting sensors



Counting sensors



Hopper sensor

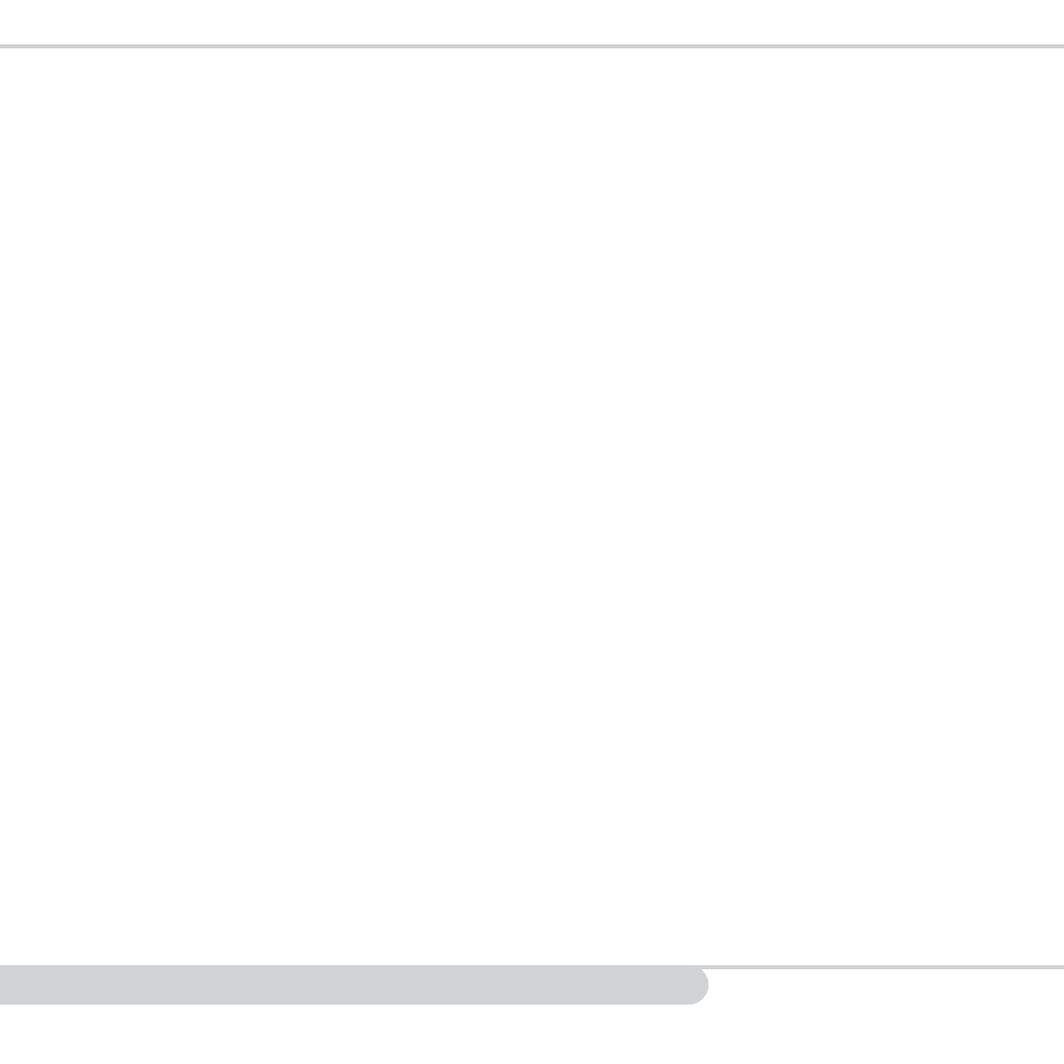
## 5.4 Warranty

The CASSIDA TIGER is warranted for a period of one year from the date of purchase. Warranty coverage does not cover shipment to Technical Service Center. To obtain product information and technical support, you may contact us at [technicalsupport@cassidausa.com](mailto:technicalsupport@cassidausa.com) or by calling 1-888-800-0303, option 3 for technical support.

When contacting Cassida Technical Support, please have the following information available:

- **Product model** – Located on the bottom of your counterfeit detector
- **Serial number** – Located on the bottom of your counterfeit detector
- **Nature of the problem** – What happens, and when did it happen?
- Steps already taken to resolve the problem, and the results.

Technical Support contact information:  
email: [technicalsupport@cassidausa.com](mailto:technicalsupport@cassidausa.com)  
phone: 1-888-800-0303





care about  
money



speed



counterfeit  
detection



operation  
ease



design



support



quality

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