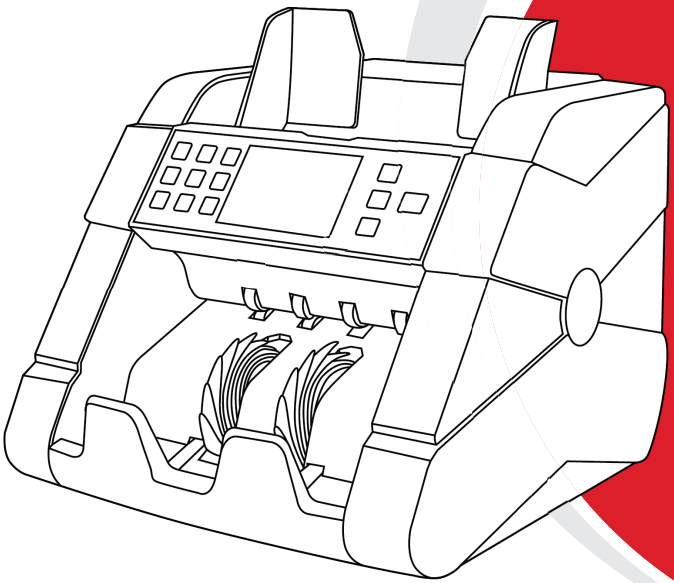
Cassida®
8800R
moving money forward



USER MANUAL

CASSIDA 8800R MIXED CURRENCY COUNTER & 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 8800R 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.

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1. INTRODUCTION

1.1 About the Cassida 8800R

Thank you for choosing the Cassida 8800R Mixed Currency Counter & Sorter.

The Cassida 8800R is a 1-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 8800R comes with a variety of operating modes and functions: Mix, Sort, VSort, Count, Face, Orient, Add and Batch to meet all counting needs.

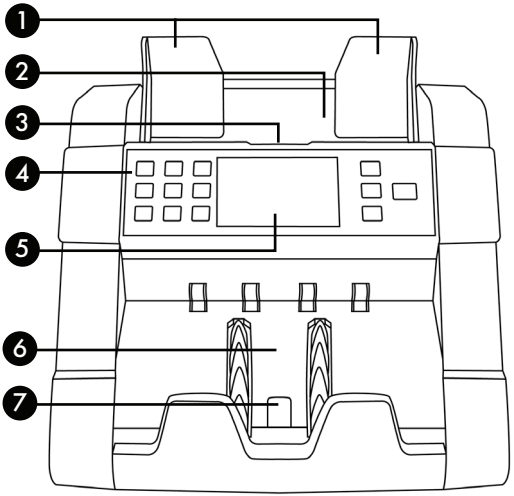
1.2 Box Contents

- Cassida 8800R Bill Counter & Reader
- Power Cord
- User Manual
- Cleaning Brush
- Calibration Sheet (White Paper Card)
- External Display
- Printer Cable

1.3 Specifications

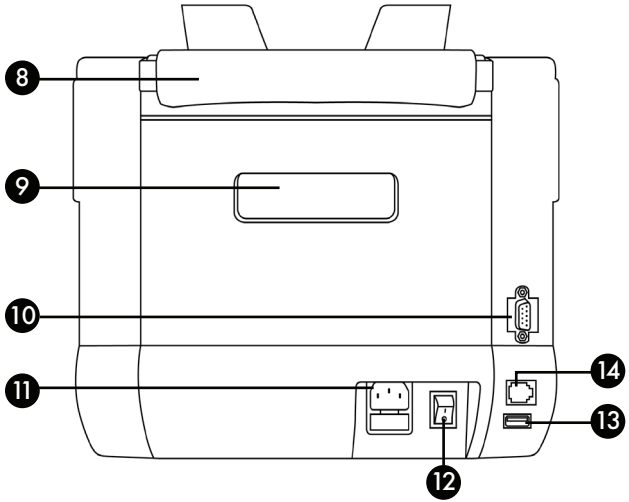
Power supply	AC 100-240 V, 50/60Hz
Power consumption	≤ 70W
Counting speed	up to 1,200 bills/min
Applicable bill thickness	0.07-0.15mm
Hopper capacity	500 bills
Stacker capacity	200 bills
Batch range	1 - 999 bills
Feeding system	Roller friction system
Display	Touch screen TFT, 3.5''
Counterfeit detection	UV, MG, IR and 2 CIS
Ambient temperature	32° F - 104° F (0° - 40°C)
Operating humidity	40% - 90%
Size	10.7'' x 11.3'' x 11.2'' (271mm x 287mm x 285mm)
Weight	13.2 lbs (6 kg)

1.4 Front View



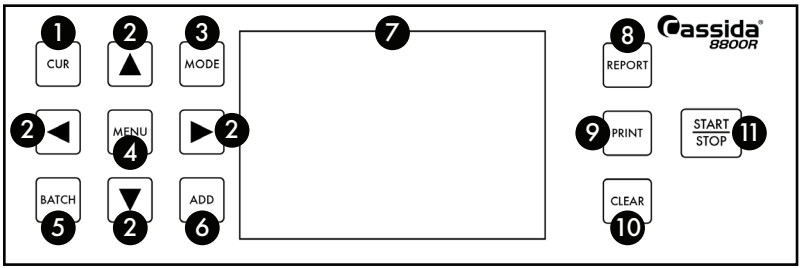
1. Bill Guides
2. Hopper
3. Hopper/Start Sensor
4. Control Panel
5. TFT Touch Screen
6. Stacker
7. Stacker Sensor

1.5 Rear View



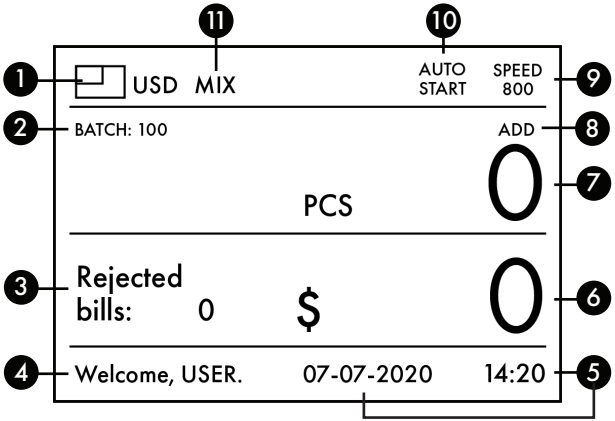
8. Carrying Handle
9. Back Door Handle
10. External Display Port
11. Power Outlet & Fuse
12. Power Switch
13. USB Port
14. Printer Port (RJ-11)

1.6 Control Panel



KEY	FUNCTION
1. CUR Button	Changes the currency type.
2. Navigation Buttons	Move cursor up or down/select or back in Menu/increase or decrease the batch amount.
3. MODE Button	Changes mode (MIX, SORT, VSORT, COUNT, FACE, ORIENT).
4. MENU Button	Shows settings.
5. BATCH Button	Activates/Deactivates Batch function.
6. ADD Button	Activates/Deactivates Add function.
7. DISPLAY	Shows amount of bills counted, error codes, currencies, which modes.
8. REPORT Button	Shows the detailed Report Screen. Displays the Serial Number (if pressed twice).
9. PRINT Button	Prints receipt when printer is connected.
10. CLEAR Button	Resets the count.
11. START/STOP Button	Starts (when in manual start) or stops the count.

1.7 Home Screen



1. Currency Selected
2. Batch Function Activated/Deactivated
3. Number of Rejected Bills
4. Customizable User Name
5. Date & Time
6. Total Value of Bills Counted in MIX, SORT, VSORT, FACE and ORIENT Modes or the Last Number of Bills Counted in COUNT Mode
7. Number of Bills Counted
8. Add Function Activated/Deactivated
9. Adjustable Speed (800, 1000, 1200 bills/min)
10. Starting Mode (Auto/Manual)
11. Mode (MIX, SORT, VSORT, COUNT, FACE, ORIENT)

2. GETTING STARTED

2.1 Powering Up

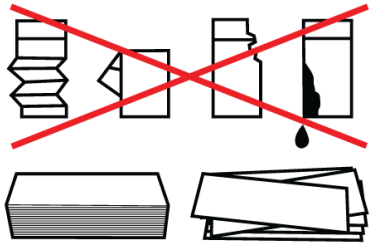
Ensure the hopper and stacker are empty. Attach power cable to rear of the machine, plug into a three-prong outlet and turn the power switch, located on the rear of the machine, to the ON position. The unit will load and conduct a power on self-test (POST). The screen will display “0” when the unit is 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.

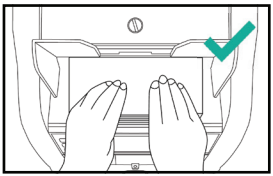
1. Make A Stack

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

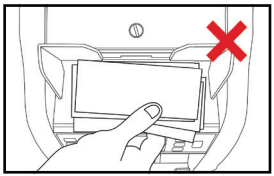


2. Load the Stack

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



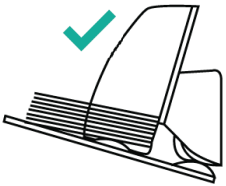
Correct

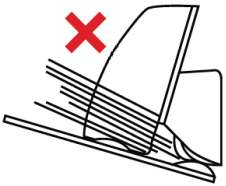


Incorrect

3. Feed the Bills

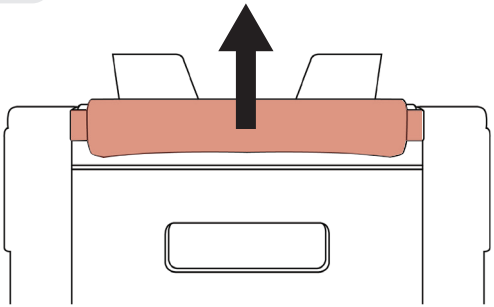
See diagrams below for proper bill feeding.





2.3 Carrying the Unit

To carry unit, simply lift up the carrying handle as shown on the right.



3. 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 START” will be displayed on the home screen. In this mode the machine starts counting automatically. To switch to MANUAL mode, press “AUTO START” on the touch screen. If Manual mode is selected, “MANUAL START” will be displayed 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 “MANUAL START” again on the touch screen, when “AUTO START” 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, place them in the hopper and 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 complete, you can view a detailed report by pressing the REPORT button.

To return to MIX mode from another mode, press the MODE button, or on the touch screen press the mode name, until "MIX" is displayed.

3.3 Sort Mode

This mode is available either by pressing the MODE button or by pressing the mode name on the touch screen until "SORT" is displayed on the home screen.

SORT mode allows the user to count and sort bills by one denomination which is automatically determined by the first bill scanned in the stack. This can be useful to be sure that there are no bills of other denominations in a large stack of one denomination. The first bill in the hopper determines the counting and sorting denomination. Any time a bill passes through the machine and does not conform to the denomination determined by the first bill, the machine will stop and prompt a removal of the bill that is different in denomination. Once that top bill has been removed press the "START" key to continue sorting. The total number of bills and total value will be displayed on the home screen. When operation is complete, you can view a detailed report by pressing the "REPORT" button.

To return to SORT mode from another mode, press the MODE button, or on the touch screen press the mode name, until "SORT" is displayed.

3.4 VSort Mode

This mode is available by either pressing the MODE button or by pressing the mode name on the screen until ''VSORT'' is displayed on the home screen.

VSORT mode allows the user to count a mixed stack of bills and separate them by denomination, similar to a cash register. This mode identifies the first bill in the hopper when the machine begins to count, and if a different denomination is detected, the machine stops and displays a message. The user must follow the instructions displayed on that message. Every time a denomination changes, the user must remove all bills from the stacker and separate them by denomination. When counting is finished, the user will have separated all bills into piles of each denomination. VSORT by default works with ADD mode, allowing the user to keep track of the total number of bills along with the total value displayed on the home screen. When the operation is complete, the user can review a detailed report by pressing the REPORT button.

To return to VSORT mode from another mode, press the MODE button, or on the touch screen press the mode name, until "VSORT" is displayed.

3.5 Face Mode

This mode is available by either pressing the MODE button or by pressing the mode name on the screen until ''FACE'' is displayed on the home screen.

FACE mode allows the user to sort bills based on whether they are loaded into the 8800R 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 stop every time the bills are facing down and display a message on the screen. The bills that are facing the opposite direction will not be counted. Total number of bills and total value will be displayed on home screen. When operation is complete, you can view a detailed report by pressing the REPORT button.

To return to FACE mode from another mode, press the MODE button, or on the touch screen press the mode name, until "FACE" is displayed.

3.6 Orientation Mode

This mode is available by either pressing the MODE button or by pressing the mode name on the screen until ''ORIENT'' is displayed on the home 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, the machine will stop and display a message on the screen with the instructions to remove the nonconforming bill from the stacker. This bill will not be added to the count. Total number of bills and total value will be displayed on the home screen. When operation is complete, you can view a detailed report by pressing the REPORT button.

To return to ORIENTATION mode from another mode, press the MODE button, or on the touch screen press the mode name, until "ORIENT" is displayed.

3.7 Count Mode

This mode is available by either pressing the MODE button or by pressing the mode name on the screen until "COUNT" is displayed on the home 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. During COUNT mode, there is no counterfeit detection active.

To return to COUNT mode from another mode, press the MODE button, or on the touch screen press the mode name, until "COUNT" is displayed.

3.8 Add Function

This function is available by pressing the ADD button. When the ADD function is activated “ADD” 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 complete, you can view a detailed report by pressing the REPORT button. Note that the Cassida 8800R will keep in memory the last value used when turned off.

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

3.9 Batch Function

This function is available by pressing the BATCH button. When the BATCH function is activated, batch size and “ON” is displayed on the home screen.

BATCH function is used to select a batch quantity for a specific counting process. With the BATCH function active, the machine counts a preset number of bills and then stops counting when the batch number has been reached, even if bills remain in the hopper. You may press the BATCH button repeatedly to cycle through different preset batch quantities (100, 50, 20, 10), or use the “arrow up” and “arrow down” buttons to manually select your desired batch quantity.

When the set batch quantity is reached, the Cassida 8800R will automatically stop and a “BATCH COMPLETE” message will be displayed on the screen alongside the number of bills counted. When the stacker is emptied, the machine will automatically continue to count up to the preset batch quantity to create another batch.

If the hopper runs out of bills before a batch is completed, the machine will display “BATCH INCOMPLETE” on screen, At this point, the user may add bills to the hopper to complete the batch or remove the incomplete batch from the machine.

To exit the BATCH function, press the BATCH button until BATCH disappears on the screen.

3.10 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 until both functions are displayed on the screen.

To exit the ADD+BATCH function, press the ADD and BATCH button again until BATCH disappears from the screen.

4. AFTER-COUNT FUNCTIONS

4.1 Report

This function is available by pressing the REPORT button and 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.

To exit the report screen, press the left arrow.

4.2 Serial Number Report

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

To exit the detailed report screen, press the left arrow twice.

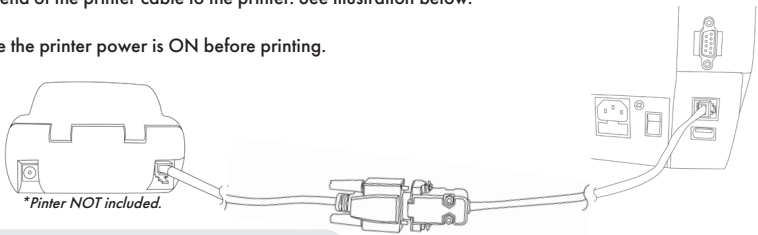
4.3 Print

This function is available by pressing the PRINT button while being on the report screen. If a printer is connected to the machine, a detailed printout of the counting report will be produced.

Cassdia recommends using the Universal Cash Handling Thermal Printer that comes with all the necessary cables to work with Cassida's products.

The Cassida 8800R has a printer port in the back on the machine (RJ11 Port), refer to section 1.5 VIEWS OF THE CASSIDA 8800R to see its location. Connect the adapter cable to the printer port (RJ11), and then connect the adapter cable to the printer cable (comes with the Cassida Thermal Printer). Finally connect the other end of the printer cable to the printer. See illustration below.

Ensure the printer power is ON before printing.



**Pinter NOT included.*

4.4 Menu

The Menu can be accessed by pressing the MENU button. To navigate and choose the sub-menu, use the arrow buttons to go up and down in the Menu, right arrown to select and left arrow to go back.

Sub-Menu	Description
1. Settings	Accesses 8800R's settings
- UI Color	Sets interface background color.
- Display Brightness	Sets the display brightness (Low, Medium, High).
- Username	Sets the username displayed on the home screen and the printed receipt. Use keypad to enter the username, ''Del'' to delete a number or a letter. Press START/STOP button to save the username and the left arrow to go back.

Sub-Menu (continued)	Description (continued)
- Beep	Key beep: beeping that occurs with every action (screen or control panel press). Warning beep: beeping that occurs when the machine stop while counting (suspect bill, different denomination etc.).
- Date & Time	Use right arrow to select the value and back to confirm. Sets the date and time displayed on the home screen and the printed receipt. First use up and down arrow to select either the date format or the date & time. When on the date format, press right arrow to select, then back arrow to confirm. When on the date & time, press right arrow to move the cursor right, press up and down arrows to change the date and time, and press right arrow past the minutes to confirm the change. ''set ok'' should be displayed on the screen. Press left arrow to go back to the menu.
- Sleep Mode	Sets the timer for sleep mode.
- Auto Print	Sets when the machine auto-prints.
2. Detections	Sets the detection systems "ON" or "OFF"
3. Modes	Turns "ON" and " OFF" modes. Modes that are OFF will not appear on the home screen.
4. Service	Accesses 8800R's service.
- Software Update	Updates software (see https://www.cassidausa.com/faq-8800r)
- Calibration	Calibrates the contact image sensors. Note that Cassida calibrates each unit before shipment to provide the best performance.
- Detection Sensitivity	Sets the detection systems sensitivity. Note that Cassida uses the optimum sensitivity settings by default.
- Data	Keeps track of the number of bills counted and other data related to the 8800R usage.
- Factory Reset	Resets settings to default values.
5. Product Information	Displays information about the software version.

5. DETECTION FEATURES

5.1 Counterfeit Detection

The Cassida 8800R is able to identify bills suspected of being counterfeit using:

- 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 a suspect bill is detected, the unit will beep three times and display a UV SUSPECT, MG SUSPECT or IR SUSPECT message with instructions on the screen. The suspect bill will not be 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 8800R incorporates image sensors that notify users if a half note passes through the counting mechanism. This feature is activated automatically in all modes.

If the unit detects a hald note , it will beep and display a HALF NOTE message with instructions on the screen. To clear the error, all bills must be removed from the stacker. To avoid miscount, bills need to be recounted.

5.3 Double Note Detection

Bills may stick to each other due to excessive dirt, folding or various other reasons. The Cassida 8800R uses infrared light-based technology to determine whether two bills are stuck together. This feature is active automatically in all modes.

If a double bill is encountered the unit will beep and display a DOUBLE message with instructions on the screen. To clear the error, all bills must be removed from the stacker. To avoid a miscount, bills need to be recounted.

5.4 Chain Note Detection

The Cassida 8800R utilizes a self-checking system that alerts the user in cases when several notes pass through the counting mechanism at once. This feature is activated in all modes.

If the unit detects a chain error, it will beep and display a CHAIN message with instructions on the screen. To clear the error, all bills must be removed from the stacker. To avoid miscount, bills need to be recounted.

5.5 Contact Image Sensor

The Cassida 8800R utilizes a contact image sensor, (CIS), to recognize the value of the bill. This feature is activated in MIX, SORT, VSORT, FACE and ORIENT modes.

If the unit is unable to recognize the bill, it will beep and display an IMAGE message with instructions on the screen. To clear the error, the suspect bill must be removed from the stacker. Please note that suspicious bills are not added to the count.

6. 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 8800R will significantly increase its lifetime.

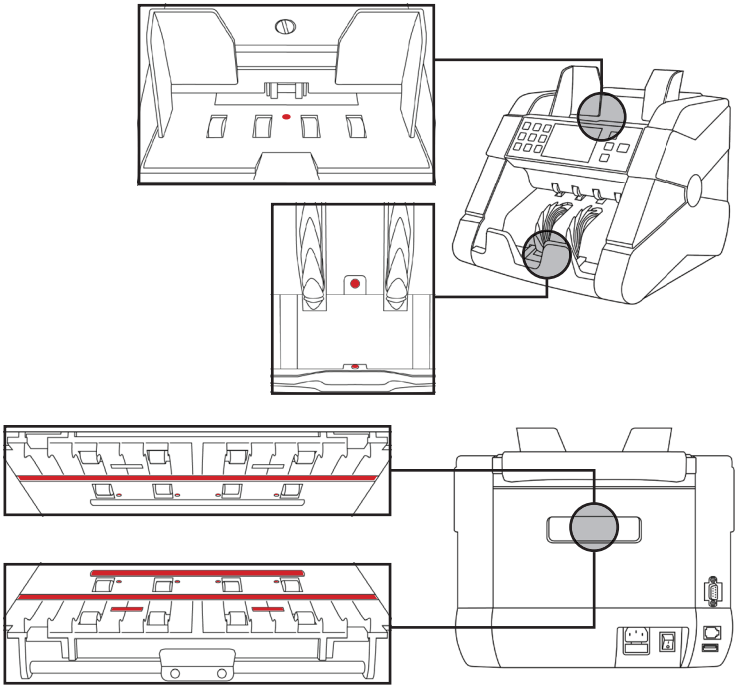
To avoid problems, make sure there are no metal clips, staples, or rubber bands in the bills being counted. Be sure to follow the proper procedure for loading the hopper, refer to section 2.2 Loading the Hopper. Also be sure to follow the proper procedure for adjusting the feed gap, refer to section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

Dirty sensors can affect the Cassida 8800R'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 sensors with provided soft bristle brush or a dry cloth frequently
- Rubber rollers may be cleaned with a slightly damp cloth. You may use a small amount of isopropyl alcohol to dampen the cloth and clean the rollers. Wait until the rollers completely dry before turning on you machine

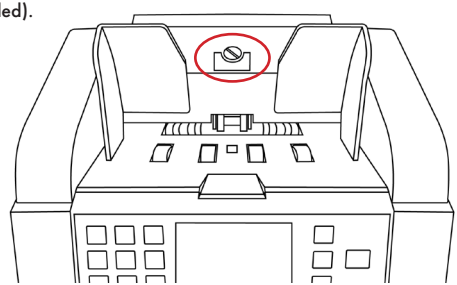
1. Hopper Sensor
2. Stacker Sensors
3. Upper Sensors Block
4. Lower Sensors Block



6.2 Feed Gap Adjustment

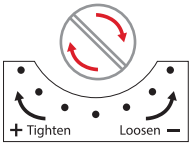
Feed gap adjustment of the unit is always performed before shipment. However, feed gap adjustments may be required periodically. The rubber components in the feed mechanism will wear over time, causing the feed gap to get larger. This can lead to Double or Half Note errors. On the other hand, if the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

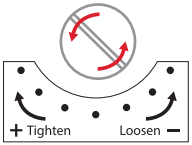


1) Ensure the machine is turned off
2) Locate the feed gap adjustment screw (see diagram to the right) on the top of the machine.

3.a) If more than one bill is being pulled into the feed mechanism (Double or Half Note errors), turn the knob clockwise (tighten the feed gap). Adjust 1 dot, then re-test the machine to see if the problem is corrected. Repeat if necessary.



3.b) If Chain error or bill jamming is seen on the input, turn the knob counterclockwise (loosen the feed gap). Adjust 1 dot, then re-test the machine. Repeat if necessary.



6.3 Calibration Procedure

The contact image sensors (CIS), ultraviolet (UV) and infrared (IR) sensors of the unit are calibrated properly from the factory. With regular, basic use, the sensor's sensitivity decreases which can lead to IMAGE errors. To resolve this issue, the unit can be re-calibrated using the white calibration card that came with the unit.

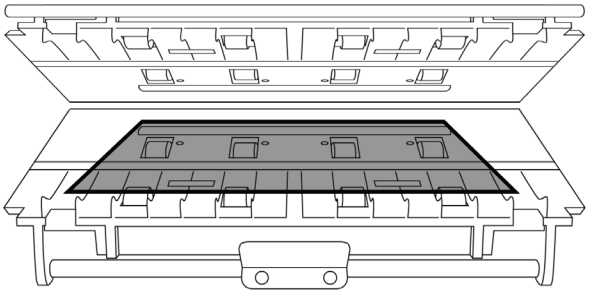
Please follow the steps below to calibrate the sensor:

1. Ensure the machine is turned on

2. Press MENU, select 4. SERVICE, and then select 2. CALIBRATION. Now, select CIS, and follow the instructions on the screen.

3. Rotate the 8800R to the back.

4. Pull back door handle to get access to sensor blocks. When inside, push the metal latch down to get access to upper and lower sensor block with CIS sensors. Put provided laminated calibration card between the two sensor blocks. Bring the lower sensor block back to its initial position by pushing the metal latch down and lifting the lower sensor block. Make sure the lower sensor block is hooked back properly.



- To avoid malfunction caused by foreign objects, please clean your machine every day.
- Clean back door sensors with the provided bristle brush or a dry cloth frequently.
- Clean inner sensors with the provided dry cloth frequently.
- Clean hopper and stacker sensors with the provided bristle brush or a dry cloth frequently.
- Rubber rollers may be cleaned with a slightly damp cloth. You may use a small amount of liquid soap on the cloth, but the soap residue should be properly removed before powering on your machine.

5. Carefully proceed to close the back door with the calibration card inside the machine.

6. Turn the machine around and press the START/STOP button to start the calibration process.

7. Calibration will begin and the calibration screen will display a message “CIS check wait”.

8. When calibration is done “CIS check OK” message must be displayed on the screen. If “CIS check fail” message is displayed, calibration card must be readjusted and placed exactly on top of the CIS sensors and steps 3 to 6 should be repeated.

9. When “CIS check OK” is displayed, remove the calibration card from the inside of the machine.

10. Reset the machine by turning it off, then on.

11. The same steps must be taken for the UV + IR calibration process.

12. The CIS calibration is done.

6.4 Troubleshooting

Error message display:

Error Message	Cause	Solution
DOUBLE ERROR	The thickness of the last counted note is out of range of expected thickness. Two or more bills may be stuck together.	Remove all bills from stacker. Re-count. 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.	
DIFFERENT DENOMINATION	The last counted bill has a different denomination.	Machine is in SORT or VSORT mode. Follow instructions on the screen.
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.	Remove last bill from stacker. The bill is not added to count. 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).
SIZE SUSPECT	The size of the bill is out of range.	

Error Message	Cause	Solution
HOPPER SENSOR ERROR	Hopper sensor reading out of range.	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.	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.	Ensure back door is closed. Press start to continue.

Other possible errors:

Error Message	Cause	Solution
Does not function after unit has been turned on.	Ensure the power cord is connected properly. Unplug the machine from any power source and replace fuse at the back of the machine. Contact Cassida Technical Service Center if issue persists.	
Machine fails to detect counterfeit bills.	Sensors may have collected dust (refer to the Maintenance section 6.1).	
Inaccurate counting	1. Bills were incorrectly inserted into the hopper (refer to section 2.2 Loading the Hopper). 2. Feed Gap is not adjusted properly (refer to section 6.2 Feed Gap Adjustment).	
Bills are jammed.	Turn off the machine. Remove any jammed bills by turning rollers or wheels manually if necessary. Look for any foreign objects inside the unit (paper clips, rubber bands, etc.). Remove foreign objects, if any. Ensure: 1. Bills are loaded properly (refer to section 2.2 Loading the Hopper) 2. Feed Gap is adjusted properly (refer to section 6.2 Feed Gap Adjustment)	

6.5 Warranty

To activate your warraty in the US, please register your product online by visiting www.CassidaUSA.com/warranty-registration

The 8800R is warrantied for a period of one year 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 does not cover the cost of shipping to Cassida's Technical Service Center.

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)

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Made in China

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FN 8800R REV 1121