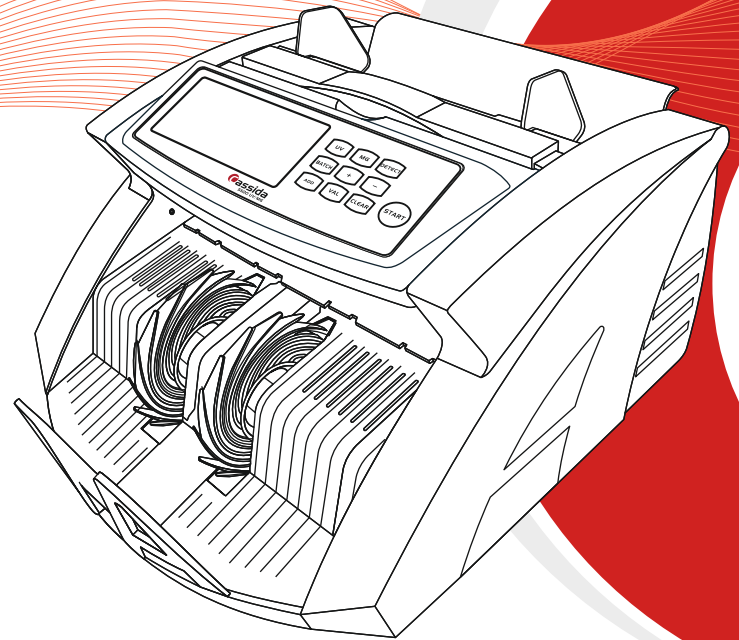


**Cassida**<sup>®</sup>  
USA



## USER MANUAL

CASSIDA 5520 series (5520 UV, 5520 UV/MG)

Designed by Cassida Corporation, USA  
Assembled in China

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FN 5520

This manual contains important information on safety measures and operational features. Please read it carefully before operating this unit, and keep it for future reference.

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## 1. INTRODUCTION

## 1.1 About the Cassida 5520 series

Thank you for choosing the **Cassida 5520** single value counter Series. We hope you enjoy using it and it will bring convenience in your work with high quality of detection of the entire service period.

**Cassida's 5520** single value counter are sophisticated yet simple to operate money processing machines. It is econom plus machine that differ with high performance and reliability. This counter series contains UV detection – 5520 UV and the model with UV and MG detection – Cassida 5520 UV/MG.

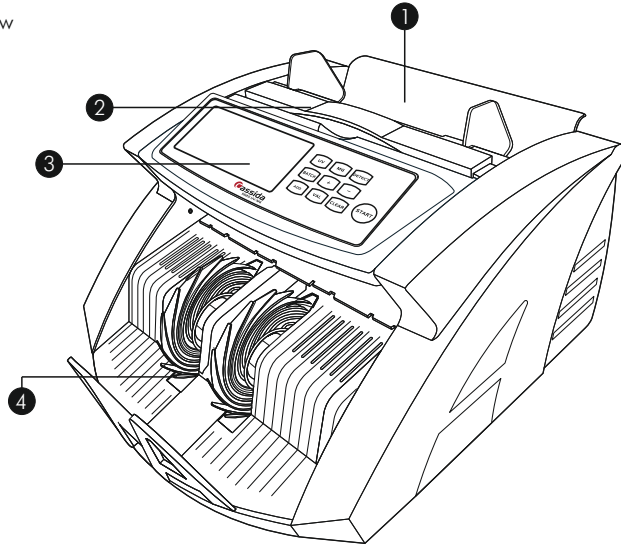
Compact design makes the counter **Cassida 5520 series** irreplaceable for use in companies with an average volume of cash, stores, gas stations, retail stores, grocery outlets and others cash intensive environments.

## 1.2 Box contents

- Cassida 5520 single value counter
- Power cord
- User manual
- External display (as an option)
- Package (cardboard box with seal)

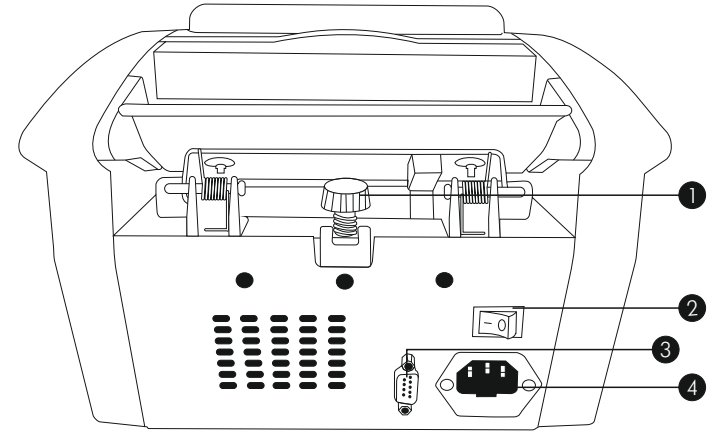
### 1.3 Front and rear views

Front view



- 1) Hopper
- 2) Carrying handle
- 3) Control panel
- 4) Stacker

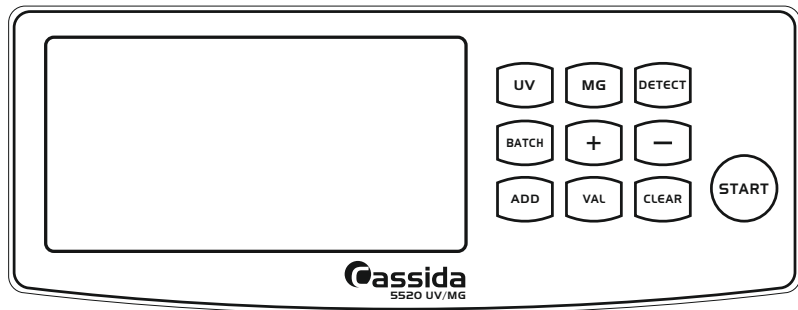
Rear view



- 1) Thickness adjustment
- 2) Power switch
- 3) External display connection port
- 4) Power plug

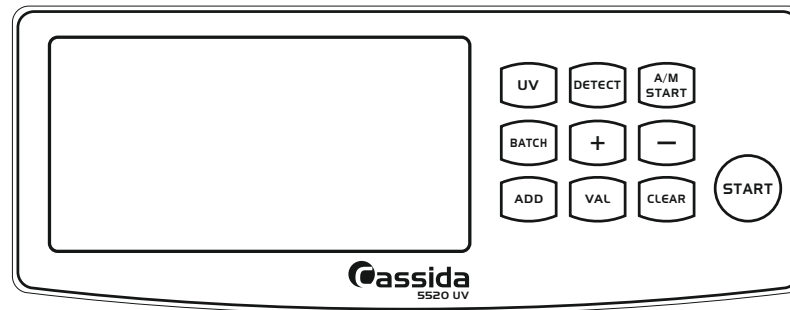
## 1.4 Control panel

Cassida 5520 UV/MG



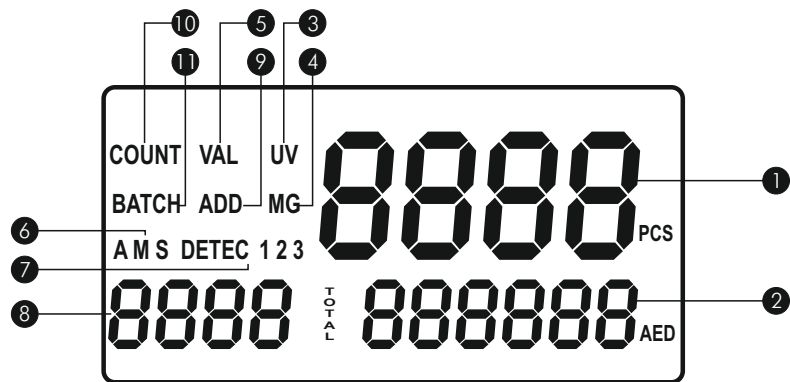
- 1) UV – On / off ultraviolet detection
- 2) MG - On / off magnetic detection (Cassida 5520 UV/MG model )
- 3) Detect– adjust the sensitivity level of the detection (1,2,3). 1-weak level, 2-medium level and 3-high level of detection
- 4) Batch – Activates the batch mode. Preset values of 20, 50 and 100 sheets of packing with the possibility of increasing and decreasing the packing by using the +/- buttons
- 5) ADD – on/off ADD mode
- 6) VAL – on/off value (calculation) mode
- 7) Clear – Clear the recount result
- 8) Start – 1) start operating key 2) Long press - switch between manual and automatic start

Cassida 5520 UV



- 1) UV – On / off ultraviolet detection
- 2) Detect– adjust the sensitivity level of the detection (1,2,3). 1-weak level, 2-medium level and 3-high level of banknotes validation
- 3) A/M Start - switch between manual and automatic start
- 4) Batch – Activates the batch mode. Preset values of 20, 50 and 100 sheets of packing with the possibility of increasing and decreasing the packing by using the +/- buttons
- 5) ADD – on/off ADD mode
- 6) VAL – on/off value (calculation) mode
- 7) Clear – Clear the recount result
- 8) Start – start operating key

## Display



- 1) The number of counted banknotes
- 2) The sum of the counted banknotes (in the calculation mode)
- 3) UV detection is active when the indicator is light up and not active, if the indicator is off
- 4) MG detection is active if the indicator is light up and not active, if the indicator is off
- 5) Value (Calculation) mode is on when the indicator is on and not active, if it's off
- 6) AS - auto start mode is enabled, MS - manual start mode is activated
- 7) Detection sensitivity levels: 1 - minimum detection level, 2 - medium level, 3 - high detection sensitivity level.
- 8) A. The denomination of counted banknotes is displayed in Value (Calculation) mode  
B. The size of the batch in the batch mode is displayed.
- 9) The ADD mode is active when the light is on and not active, if indicator is off
- 10) Simple count mode is active, if the indicator is on and not active, if indicator is off
- 11) Batch mode is active if the indicator is on and not active, if indicator is off

## 1.5 Specification

Counting speed	1300 bills/min
Detections	UV - ultraviolet, MG-magnetic (model Cassida 5520 UV / MG)
Hopper capacity	100 bills
Display	LED red, yellow
Power consumption	<70 Watts
Power supply	220+/-10% V /50 Hz
Size	175 x 240 x 295 mm
Weight	5 kg

## 1.6 Important safety notes

When using this product, basic safety precautions should always be taken, including the following:

1. Do not use this product in areas where it may be exposed to water or any metal parts.
2. Unplug this product from the wall outlet before cleaning. Use a damp cloth and don't take it out with wet hands.
3. Put out the power cord taking it from the plug.
4. Only use the power cord supplied with the unit.

5. Carry out the unit only after powering it off.
6. If the unit was kept extended period of time in low temperatures, keep it in normal temperature conditions at least 2 hour prior powering on.

In order to use the unit without technical support of engineers please follow below rules:

1. Make sure the device is installed on a flat surface.
2. This product is designed for indoor use in a ventilated environment. Keep the unit away from direct sunlight and strong magnetic fields which could interfere with the counterfeit detection sensor.
3. Do not operate the unit in areas with high dust humidity. High dust level may prevent it proper operation.

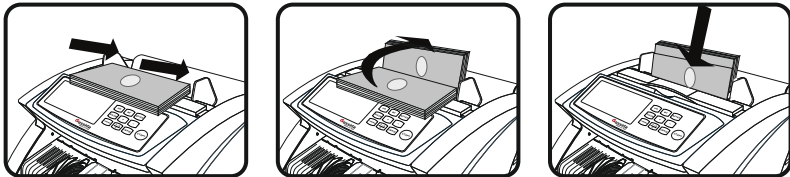
## 2. GETTING STARTED

### 2.1 Powering up

Please make sure the hopper is empty and turn the powers switch on. The unit will conduct a self-check by spinning the counting wheels several times. The screen will display "0" when the unit is ready.

### 2.2 Loading bills

It is very important to place bills into the hopper correctly, because the counting process and counting speed is highly affected by the arrangements of the bills. Bills should be placed in a neat stack prior to being placed into the hopper. Proper hopper loading is shown in the following diagrams.



Depending on the thickness and quality of the banknotes, adjust the loading pocket gap with the banknote thickness adjuster.

### 2.3 Counting

To count the bills, place them in hopper. (follow the procedure described in 2.2. loading bills). The machine will automatically start to count bills when the hopper sensor detects a bill in the hopper. While counting, the machine will display the numbers of bills on the LED display. The machine will stop operating and a confirmation beep.

### 2.4 ADD mode

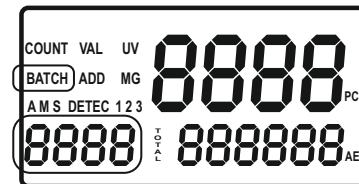
Pressing the **ADD** button activates the summation mode, and the corresponding indicator lights up on the display. Put the banknotes in the loading pocket and start recounting. Each downloadable bundle of banknotes will be recalculated and each subsequent conversion result will be added to the previous one.

### 2.5 Batch mode

When the **BATCH** button is pressed, the batch mode is activated, and the corresponding indicator lights up on the display.

After the mode is activated, the display shows the value of the batching in the lower left corner.

By successive pressing of the **BATCH** button, select the preset packing values 20, 50, 100 or enter the desired packing value manually using the "+" and "-" buttons.

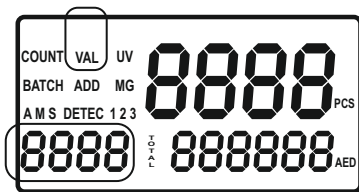


## 2.6 Value (Calculation) mode

This mode can be used for various currencies.

This mode is used to count total number of the bills. Press VAL button on the control panel to activate calculation mode, and the corresponding indicator lights up on the display.

In the lower left corner of the display, the values will be displayed, by successive clicking on the counting button, select the required value for the recalculation.



## 2.7 Counterfeit detection CF

The Cassida 5520 is able to check for counterfeit bills using ultraviolet (UV) light. This function is available in all modes. Press the UV or UV/MG key until the UV indicators appears on the LED screen. All models have DD (double bill detection), HLF (half bill detection) CHN (chain bill detection) and size detection (more than 6 mm).

# 3. MAINTENANCE AND TROUBLESHOOTING

## 3.1 Maintenance

Taking regular care of your currency counter will allow you to avoid 80% of the problems arising during operation.

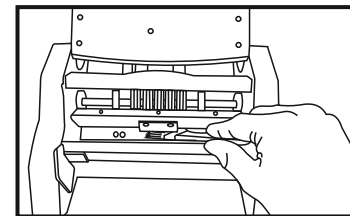
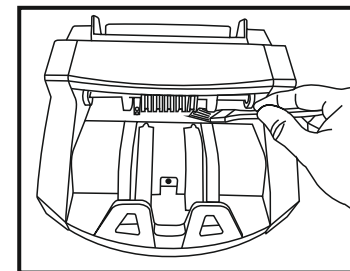
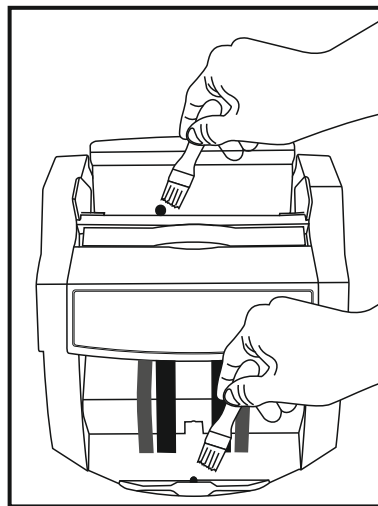


You should always turn the machine off and disconnect the power cord before cleaning the unit.

- Most operational problems can be avoided by regular care and preventative maintenance. Taking regular care of your currency counter will significantly increase its lifetime and help you avoid costly repairs.

To avoid problems:

- Make sure there are no metal clips or rubber bands in the bills you are going to count;
- Be sure to follow the proper procedure for loading the hopper, refer to part "2.2 Loading the hopper";
- To get the best results out of your counter the following maintenance is recommended on a daily basis:  
Use a Cassida air duster and a soft bristle brush to remove any dust or debris from the interior of the machine.
- When not using your counter for an extended period of time, cover it with a drop cloth or plastic sheeting to prevent dust from settling inside.
- Complete maintenance service is recommended once every 3 months.





### 3.2 Troubleshooting

Error code	Cause	Solution
UU	Suspicious FL level of the bill	Remove the last bill from the stacker and press Start key to continue counting.
MG	Suspicious MG level of the bill	Remove the last bill from the stacker and press Start key to continue counting.
DBL	Duplicated bill passed or passed bill was dirty, glued.	Remove all bills from the counter and count again by pressing START key.
Chn	2 or more bills passed at the same time	Remove all bills from the counter and count again by pressing START key.
HLF	Half bill passed	Remove all bills from the counter and count again by pressing START key.
CE1	UV sensor may have collected dust	Clean sensor with soft bristle brush and compressed air. Refer to section 5.1.
CE2	Encoder sensor or big motor has problem	Contact the service center
CE3	Left counting sensor may have collected dust or out of order	Clean the left counting sensor or replace it
CE4	right counting sensor may have collected dust or out of order	Clean the right counting sensor or replace it
CE5	The hopper sensor may have collected dust or out of order.	Clean sensor with soft bristle brush and compressed air. Refer to section 5.1.
CE6	The problem with the right and left magnetic sensors (model Cassida 5520 UV / MG)	Contact the service center
CE7	The problem with the big MG sensor (model Cassida 5520 UV/MG)	Contact the service center
CE8	The stacker sensor may have collected dust or out of order.	Clean sensor with soft bristle brush and compressed air or replace it.

## 4. WARRANTY AND CONTACT INFO

### 4.1 Warranty

Warranty is effective for a period of one year from the date of purchase. In most cases, the malfunction of the machine can be resolved by cleaning the unit.

- Customer should allow Cassida the time and opportunity to test and diagnose the machine to determine warranty and non-warranty claims.
- After receiving and unpacking the units, Customer shall keep the package and its user manual. Warranties are canceled in the event the device is transported in a non-original packaging or operation/maintenance conditions are not met.
- Company is not responsible for unit malfunction due to improper maintenance, storage and transportation including mechanical damage.
- Manufacturer is entitled to introduce updated software, not described in the current user manual.

#### Non-warranty service:

Cassida can perform maintenance and cleaning for an extra fee. For a non-warranty repair or maintenance quotation, contact Cassida Technical Support.

Warranty service is not available in the following cases:

- Cleaning of the unit from dust and mud
- Absence of a warranty card or an incorrectly filed warranty card
- Operation or maintenance rules requirements set in the user manual are not met
- There is mechanical damage to the unit or the seal portions of the unit have been opened or tampered with
- There are foreign objects or liquid inside of the unit.

#### Shipping:

The warranty does not cover shipping cost to or from Cassida's Technical Service Center. Before shipping the unit to the Cassida's Technical Service Center the warranty card must be filled out with model full name and number, serial number, cause for service, errors occurred.

## 4.2 Contact information

### Technical Support contact information:

e-mail: [fabin.johny@cassida.me](mailto:fabin.johny@cassida.me)

tel: 042 739 328

[www.cassida.me](http://www.cassida.me), [www.cassidausa.com](http://www.cassidausa.com)

When contacting Cassida Technical Support, please have the following:

- Product model – Located on the back side of your currency counter
- Serial number – Located on the back side of your currency counter
- Nature of the problem – What happens, and when did it happen? Did the machine display an error message?
- Steps already taken to resolve the problem, and the results.

Office # 101,

Biyat Complex (Landmarks: Emirates Billiard Centre)

Hor Al Anz East, Behind Al Mamzar Centre

Dubai - United Arab Emirates

PO box 454867