MITCHELL ENTERPRISES LLC
6600
Caring about your money

USER MANUAL
6600 PROFESSIONAL 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 6600**

Thank you for choosing the Cassida 6600 currency counter. We hope you enjoy using it.

The Cassida 6600's uniquely engineered mechanism incorporates the advantages of both backloading and frontloading machines. Hence, it boasts unprecedented ease and precision of counting, even with old, ragged bills. Steel roller shafts and sturdy parts allow this machine to tackle heavy-duty tasks on an everyday basis.

A digital mechanism, dual counterfeit detection system and a user-friendly interface make this currency counter an invaluable tool in everyday money processing tasks.

With a built-in self-checking system and advanced software designed to eliminate any user errors, the Cassida 6600 is truly a “smart” assistant you can rely upon in any type of cash intensive environment.

1.2 **Box contents**

- Cassida 6600 PROFESSIONAL CURRENCY COUNTER
- DC power converter with AC power cord
- Spare parts kit:
  - Set of rubber rollers
  - Set of rubber pads
  - One drive belt
- Maintenance kit (optional)
  - Cleaning brush
  - Cleaning cloth
  - Cassida CleanBill Pro cleaning card
- User manual
1. Control panel
2. Stacking rollers - transport counted bills into the stacker
3. Stacker - receives and holds counted bills
4. Stacker sensors - signal presence of bills in the stacker
5. Hopper sensor - signals presence of bills in the hopper
6. Hopper - holds bills that need to be counted
7. Hopper brackets - help position bills correctly
8. Retractable handle - used to carry the machine
1. Power switch - turns the machine on or off
2. Feeding gap adjustment screws - adjust for different bill thicknesses (narrow for fresh, new bills; wide for very old bills).
   NOTE: Please do not change this setting unless the machine displays recurrent DBL or CHN error messages. When adjusting, be sure both screws are adjusted equally.
3. Power outlet - connection for the DC power adaptor
4. RS 232 port - optional remote display connection port
1.4 Control panel

"ADD" - Activates the ADD mode. The button indicator will be lit while this mode is active.

"CF" - Activates counterfeit detection. The button indicator will be lit while this mode is active.

"AUTO" - Allows the user to select between automatic and manual counting modes. In AUTO mode, counting will begin as soon as bills are placed in the hopper. In MANUAL mode, counting begins when the user presses the "START" button.

"START/STOP" - Initiates or stops counting.

"C" - Clears one or both display screens, depending on the operating mode. Also deactivates batching mode.

"B" - Activates the batching mode. Repeatedly pressing the "B" button allows the user to select preset batch quantities of 5, 10, 20, 25, 50 or 100.

Keypad - Used to enter custom batch quantities.
1.5 Specifications

<table>
<thead>
<tr>
<th>Specification</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power supply:</td>
<td>24VDC adapter, 100-240VAC, 50-60Hz</td>
</tr>
<tr>
<td>Power consumption:</td>
<td>&lt; 80 watts</td>
</tr>
<tr>
<td>Counting speed:</td>
<td>Approximately 1400 bills/min</td>
</tr>
<tr>
<td>Applicable bill thickness:</td>
<td>0.075-0.15mm</td>
</tr>
<tr>
<td>Hopper capacity:</td>
<td>400 new bills or 200 old bills</td>
</tr>
<tr>
<td>Stacker capacity:</td>
<td>300 new bills or 150 old bills</td>
</tr>
<tr>
<td>Batch range:</td>
<td>0-999 bills</td>
</tr>
<tr>
<td>Feeding system:</td>
<td>Roller friction system</td>
</tr>
<tr>
<td>Small screen:</td>
<td>Three digit (LED)</td>
</tr>
<tr>
<td>Large screen:</td>
<td>Four digit (LED)</td>
</tr>
<tr>
<td>Counterfeit detection:</td>
<td>UV (Cassida 6600 UV model)</td>
</tr>
<tr>
<td></td>
<td>UV and MG (Cassida 6600 UV/MG model)</td>
</tr>
<tr>
<td>Ambient Temperature:</td>
<td>0°C-40°C</td>
</tr>
<tr>
<td></td>
<td>32°F-104°F</td>
</tr>
<tr>
<td>Operating humidity:</td>
<td>40%-90%</td>
</tr>
<tr>
<td>Size:</td>
<td>266mm x 295mm x 205mm</td>
</tr>
<tr>
<td></td>
<td>10.5&quot; x 11.6&quot; x 8.1&quot;</td>
</tr>
<tr>
<td>Weight:</td>
<td>11 lbs (5 kg)</td>
</tr>
</tbody>
</table>

1.6 Important safety notes

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

- Do not use this unit in areas where it may be exposed to water or any other liquids.
- Only use the power cord supplied with the machine. Plug the power cord into a properly grounded wall outlet. Do not remove the ground pin from the power cord. Failure
to properly ground the machine can result in severe injury or fire.
- Make certain the unit is installed on a flat surface. Do not operate the machine in areas with high temperature, humidity or smoke, as these conditions may prevent proper operation.
- This unit is designed for indoor use in a ventilated environment. Keep the machine away from direct sunlight and strong magnetic fields. These could interfere with the counterfeit detection sensors.
- When not using the unit for an extended period of time, disconnect the power cord from the wall outlet.
- Unplug the unit from the wall outlet before cleaning. Use a damp cloth or specifically designed maintenance accessories such as an air duster, soft bristle brush, or cleaning cards.
- To avoid the risk of electrical shock, do not disassemble this unit. Disassembly will expose you to dangerous voltages and other safety risks. Incorrect reassembly can cause electrical shock when the appliance is subsequently used.
- Take the unit to a qualified technician when service or repair is required. Do not try to replace any parts yourself. Supplied spare parts are intended for use by qualified personnel only.

2. GETTING STARTED

2.1 Powering up

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

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 (2-3mm on each side) than the width of the bills in the stack (all US dollar denominations are the same size). This will help you correctly place the bills in the hopper, and will ensure smooth bill feeding.

3. OPERATING MODES

3.1 Auto mode

To turn this mode on, press the “AUTO” button. The “AUTO” indicator will be lit while this mode is on. In this mode, the machine starts counting automatically. For your convenience, all further instructions are applicable to the AUTO mode. If you set the machine to operate with the AUTO mode turned off, the same instructions apply. However, the machine will not start counting automatically; you must press the “START/STOP” button to begin each count.

3.2 Counting mode

After the machine is turned on, it defaults to counting mode. To switch to counting mode from another mode (ADD or BATCH), deactivate the mode you were previously using. The machine will automatically revert to counting mode.

To count bills, place them in the hopper (see section 2.2, “Loading the hopper”). The machine will start counting the bills automatically, and will move the bills from the hopper to the stacker as it counts them.

The machine will stop counting when the hopper is completely emptied, and will emit a confirmation beep. The counted number of bills will be displayed on the large screen. The large screen will clear itself of the previous count before the machine starts counting a new stack.
Placing additional bills in the hopper:

Be sure the stacker does not accumulate more bills than it can hold (approximately 300 new bills or 150 old bills), as this will cause jamming, and may lead to a motor failure.

### 3.3 Batching mode

If you were previously in ADD mode, please deactivate it first by pressing the ADD button. To switch to batching mode, press button “B” to choose from preset batch quantities (5, 10, 20, 25, 50, 100), or enter the desired batch quantity using the numeric keypad. The entered batch quantity will be displayed on the small screen.

The machine will start counting automatically once bills are placed in the hopper. As soon as the machine counts the desired batch quantity, it will stop and emit a confirmation beep. The large screen will show the number of bills in the stacker. When the stacker is emptied, the machine will automatically start counting the next preset batch quantity. You can clear both displays by pressing the “C” button.

If the number of counted bills in the stacker does not reach the preset batch quantity, the large screen will blink with the actual number of bills counted, and the machine will beep to alert you that the batch is incomplete.

To complete the batch, place additional bills in the hopper. The machine will automatically count the required number of bills to complete the batch.

**Changing the desired batch quantity while batching:**

To change the batch quantity, wait until the machine completes the current batch. Enter the new batch quantity using button “B”, or the numeric keypad. Please be sure to empty the stacker before placing new bills in the hopper.

If the previous batch was completed, the machine will automatically start counting to the newly set batch quantity once the stacker is emptied.

### 3.4 Adding mode

In this mode, the machine enables you to count multiple stacks of bills while keeping track of the total number of bills counted.
To switch to adding mode, press the ADD button. The ADD indicator will be lit, showing this mode is active.

Place the bills in the hopper. The machine will start counting automatically. The machine will emit a confirmation beep once the hopper is empty. The total number of bills counted will be displayed on the large screen. The last count will be displayed on the small screen.

Empty the stacker, and refill the hopper. The machine will continue counting, adding the new count to the total count.

To reset the count, press the “C” button. Both screens will clear, and you can again start counting and adding.

To continue adding without emptying the stacker, just refill the hopper. The machine will continue counting, adding the new stack of bills to the partially full stacker. Please ensure you do not accumulate more bills than the stacker can hold (approximately 300 new bills or 150 old bills), as this will cause jamming, or could lead to a motor failure.

3.5 Adding and batching mode

This mode allows you to batch the desired quantity of bills, and monitor the running total at the same time. To activate this mode, press the ADD button while you are in batching mode. The ADD indicator will be lit. The machine will start adding beginning with the next count. The total number of bills counted will be displayed on the large screen. The last batch count will be displayed on the small screen. If the batch is incomplete the small screen will blink with the number of the bills in the last count.

To reset the count, press button “C”. Both screens will clear, and you can again start counting and adding.
For details of the batching mode, see section 3.3 “Batching mode”.
4. DETECTION FEATURES

4.1 Counterfeit note detection

**Cassida 6600UV model:**
The Cassida 6600UV is able to check for counterfeit bills using ultraviolet sensors. Press the CF button to activate counterfeit detection. The "CF" indicator will be lit while this feature is enabled.

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

**Cassida 6600 UV/MG model:**
The Cassida 6600 UV/MG is able to check for counterfeit bills using ultraviolet sensors and magnetic ink detection. Press the CF button to activate counterfeit detection. The "CF" indicator will be lit while these features are enabled.

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

Please note that the 6600 series 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 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 Double note detection

Bills may stick to each other due to excessive dirt, folding, or various other reasons. The Cassida 6600 uses infrared light (IR) based technology to determine when two bills are stuck together. This feature is automatically activated in all modes for your convenience.

The machine will start beeping, and stop counting when a double bill is detected. A “dbl” message will be displayed on the small screen. To clear the error, all bills must be removed from the stacker. The large screen will automatically be reset. All bills in the stacker must then be placed back in the hopper and recounted.

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

4.3 Half note detection

The Cassida 6600 incorporates infrared light (IR) sensors that notify users if a half note passes through the counting mechanism. This feature is activated automatically in all modes for your convenience.

The machine will emit a warning beep and stop automatically when a half note is detected. A “HLF” message will be displayed on the small screen. To clear the error, all bills must be removed from the stacker. The large screen will automatically be reset. All bills in the stacker must then be placed back in the hopper and recounted.

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

The Cassida 6600 utilizes a self-checking system that alerts you in rare cases when several notes pass through the counting mechanism at once. This feature is activated automatically in all modes for your convenience.

The machine will emit a warning double beep and stop automatically when a chain note is detected. A "EHN" message will be displayed on the small screen. To clear the error, all bills must be removed from the stacker. The large screen will automatically be reset. All bills in the stacker must then be placed back in the hopper and recounted.

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

4.5 Note size detection

The Cassida 6600 incorporates bill size detection, which alerts you when a bill is narrower than others. This feature helps you identify torn and folded bills, and is activated automatically in all modes for your convenience.

The machine will emit a warning double beep and stop counting when a different size note is detected. A "dd" message will be displayed on the small screen. The bills in the last count will not be added to the count. Empty the stacker and restart counting.

Smart note size detection in adding mode:
When a narrow note is detected in adding mode, the machine enables you to continue counting by automatically correcting the total number of counted bills. When the machine stops just remove all the bills from the stacker and machine will not add them to the total count.
5. MAINTENANCE AND TROUBLESHOOTING

5.1 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.

Clean the entire feeding mechanism to remove debris and dirt. Run a CleanBill Pro currency cleaning card to clean internal rubber rollers. For hard-to-reach places, use a Clean Pro swab.

Use a Cassida Air Duster and a soft bristle brush to remove dust and particles from all sensors.
1. Hopper sensor
2. Stacker sensors
3. Upper counting sensors
4. Lower counting sensors
To avoid problems:
Make certain there are no metal clips or rubber bands present in the bills to be counted.

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

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

### 5.2 Troubleshooting

For error messages, please refer to the table below:

<table>
<thead>
<tr>
<th>Error code</th>
<th>Cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>000C</td>
<td>Counterfeit bill detected</td>
<td>Remove the last bill from the stacker and press the START button to continue counting. The suspect bill will not be added to the count. Refer to section 4.1 “Counterfeit detection” for more details.</td>
</tr>
<tr>
<td>000D</td>
<td>Counterfeit bill detected</td>
<td>Remove the last bill from the stacker and press the START button to continue counting. The suspect bill will not be added to the count. Refer to section 4.1 “Counterfeit detection” for more details.</td>
</tr>
<tr>
<td>000E</td>
<td>The last counted bill is a double note</td>
<td>Remove the double note from the stacker and recount all other notes in the stacker. Refer to section 4.2 “Double note detection” for more details.</td>
</tr>
<tr>
<td>000F</td>
<td>Two or more notes have passed through the unit at the same time</td>
<td>Remove all bills from the stacker and recount them.</td>
</tr>
<tr>
<td>000G</td>
<td>A half bill was detected</td>
<td>Remove the half bill from the stacker. Recount all other bills in the stacker. Refer to section 4.3 “Half note detection” for more details.</td>
</tr>
<tr>
<td>Error Code</td>
<td>Problem Description</td>
<td>Cause/Action</td>
</tr>
<tr>
<td>------------</td>
<td>---------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>DD</td>
<td>A narrow bill was detected</td>
<td>Remove all the bills from the stacker and press START to continue counting. Refer to section 4.5 “Note size detection” for more details.</td>
</tr>
<tr>
<td>ERR A</td>
<td>1. There are bills in the hopper</td>
<td>1. Remove the bills from the hopper to allow the machine to complete its self-check.</td>
</tr>
<tr>
<td>ERR A</td>
<td>2. Hopper sensor may have collected dust.</td>
<td>2. Clean the sensor with a soft bristle brush and compressed air. Refer to section 5.1.</td>
</tr>
<tr>
<td>ERR B</td>
<td>Counting sensors may have collected dust.</td>
<td>Clean the sensors with compressed air and a soft bristle brush. Refer to section 5.1.</td>
</tr>
<tr>
<td>ERR C</td>
<td>1. There are bills in the stacker</td>
<td>1. Remove bills from the stacker to allow the machine to complete its self check.</td>
</tr>
<tr>
<td>ERR C</td>
<td>2. Stacking sensors may have collected dust.</td>
<td>2. Clean the sensors with compressed air and a soft bristle brush. Refer to section 5.1.</td>
</tr>
</tbody>
</table>

Other possible errors:

<table>
<thead>
<tr>
<th>Problem Description</th>
<th>Cause/Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does not operate after turned on</td>
<td>Ensure power cord is plugged in. Verify indicator light is lit on the DC power converter module.</td>
</tr>
<tr>
<td>Machine fails to detect a counterfeit note.</td>
<td>The UV sensor may have collected dust. Try cleaning the UV sensor by spraying the counting mechanism using compressed air.</td>
</tr>
<tr>
<td>Inaccurate counting</td>
<td>Feed gap is too wide. This may happen when brand new notes are counted, since their thickness differs greatly from used notes. Narrow the feed gap slightly by turning the feed gap adjustment screws counterclockwise. See section 1.3 “Rear view”. Adjust ¼ turn and retest. Repeat until the gap is properly adjusted.</td>
</tr>
<tr>
<td>Bills jam</td>
<td>1. Foreign objects present in bill stack. Turn off the machine. Remove any jammed bills by turning rollers and wheels manually, if necessary. Inspect the machine and remove any foreign objects such as paper clips or rubber bands.</td>
</tr>
</tbody>
</table>
2. Feed gap may be set too narrow. Widen the feed gap slightly by turning the feed gap adjustment screws clockwise. See section 1.3 Rear view”. Adjust ¼ turn and retest. Repeat until the gap is properly adjusted.

5.3 Warranty

All Cassida products are warranted 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. Please refer to section 5.1 “Maintenance” for guidelines.

Coverage:
The warranty covers defects in materials and workmanship. It does not cover maintenance and cleaning (cleaning parts or sensors of dust, replacing parts such as rubber rollers, rubber mats, rubber belts, etc. that are worn out by a natural cycle of work.)

Shipping:
Warranty does not cover shipment cost to or from the Cassida Technical Service Center.

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

5.4 Contact information

e-mail: technicalsupport@cassidausa.com
phone: 1-888-800-0303
http://cassidausa.com
When contacting Cassida Technical Support, please have the following information available.

- Product model – Located on the bottom of your currency counter
- Serial number – Located on the bottom 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.