

Frequently asked questions

Product support help sheet for:

- [My device is miscounting coins?](#)

Other help sheets available to download:

- [How do I activate and use Bank/float settings?](#)
- [My scale is showing 'Below minimum weight'](#)
- [How do I use the auto-add and auto-scroll functions?](#)
- [How do I know my device is charged and ready to use?](#)
- [How do I switch on/off currencies and check currency weights?](#)

Cashmaster **105**
sigma

Cashmaster **170**
sigma

Cashmaster **230**
omega

Issue:

My device is miscounting coins.

Solution:

This issue is normally easily rectified by recalibrating the weight of your scoop or till cups. Just follow the instructions in this help sheet to complete this.

If you are still having difficulties, you can contact one of our dedicated support teams who are on hand to help answer any queries you may have about your Cashmaster products. Please don't hesitate to [contact us](#).

First check whether you have a 6000 or a 7000 series scale?

When you switch on your Cashmaster, an 8 digit code will appear briefly at the bottom left corner of the screen.

If it starts with "CM6...", you have a 6000 series scale.

If it displays "CM7..." it means you have a 7000 series scale.


6000 series


Note: Jump to step 2 if unit is already set for correct container type.

1. Set unit for cup or scoop



- 1.1 Switch unit off hold down  key and press & release  key.

Display will show **Enter switches**.

- 1.2 Press , use the arrow down until you see **Cup or Scoop**.

Press  to adjust settings as required.

- 1.3 Press  to calibrate cup,  to adjust setting as required.

- 1.4 Press  to calibrate scoop,  to adjust setting as required.

- 1.5 Press  to return to supervisor menu.

- 1.9 Now power off, proceed to stage 2.

2. Calibrate cup or scoop

- 2.1 Power scale on as normal.

- 2.2 Hold down  &  key together.










- 2.3 When message **'Place empty cup/scoop on scale'** appears, release keys.

- 2.4 Follow on screen instructions.



7000 series

Note: Jump to step 2 if unit is already set for correct container type.

1. Set unit for cup or scoop

- 1.1 Switch Unit off , hold down  key and press and release  key.
2. Display will show **Enter Switches** - release  key.
3. Press  key.
4. Press arrow down key until **Count** is highlighted.
5. Press  key.
6. Arrow down to **03: Coin container type.**
7. Press  key to adjust setting as required.
8. Arrow down to **04: Calibrated Cup.**
9. Press  key to adjust setting as required.
10. Arrow down to **05: Calibrated Scoop.**
11. Press  key to adjust setting as required.
12. Press  key twice.
13. Switch unit off.

2. Calibrate cup or scoop

- 2.1 Power scale on as normal.
- 2.2 Hold down  &  key together.
- 2.3 When message **'Place empty cup/scoop on scale'** appears, release keys.
- 2.4 Follow on screen instructions.

Instructions for Sigma 170 and Omega 230

Cashmaster **sigma** 170

Cashmaster **omega** 230


6000 series

Note: Jump to step 2 if unit is already set for correct container type.

1. Set unit for cup or scoop

1.1 Switch unit off.


1.2 Hold down  and  together.

1.3 Press and release .


If using Omega 230, please enter passcode 1111 when prompted.

1.4 Display should read **Enter Switches.**


1.5 Press .

1.6 Press  until you see **#8 Cup or Scoop.**

1.7 Press  to adjust settings as required.

1.8 Press  until you see **#9 Calibrated Cup.**

1.9 Press  to adjust settings as required.

1.10 Press  until you see **#10 Calibrated Scoop.**

1.11 Press  to adjust settings as required.

1.12 Press  key.

1.13 Power unit off.

2. Calibrate cup or scoop

2.1 Power scale on as normal.

2.2 Hold down  and  key together.

2.3 When message '**Place empty cup/scoop on scale**' appears, release keys.

2.4 Follow on screen instructions.

Instructions for Sigma 170 and Omega 230




Cashmaster
sigma 170

Cashmaster
omega 230









7000 series

Note: Jump to step 2 if unit is already set for correct container type.



1. Set unit for cup or scoop

- 1.1 Switch unit off.
- 1.2 Hold down  and  together.
- 1.3 Press and release .

If using Omega 230, please enter passcode 1111 when prompted.

2. Display will show **Enter Switches** - release  and  keys.
3. Press  key.
4. Press arrow down key until **Count** is highlighted.
5. Press  key.
6. Arrow down to **Coin container type**.
7. Press  key to adjust setting as required.
8. Arrow down to **Calibrated Cup**.
9. Press  key to adjust setting as required.
10. Arrow down to **Calibrated Scoop**.
11. Press  key to adjust setting as required.
12. Press  key twice.
13. Switch unit off.

2. Calibrate cup or scoop

- 2.1 Power scale on as normal.
- 2.2 Hold down  and  key together.
- 2.3 When message '**Place empty cup/scoop on scale**' appears, release keys.
- 2.4 Follow on screen instructions.

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