Cashmaster®
Counting your success

Frequently asked questions

Product support help sheet for:

- How do I switch on/off new notes/bills and coins?

Other help sheets available to download:

- My device is miscounting coins
- 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 activate and use bank/float settings?

Cashmaster **sigma** 105

Cashmaster **sigma** 170

Cashmaster **omega** 230

Issue:

How do I switch on/off new notes/bills and coins and check their weight values?

Solution:

As new notes/bills and coins are introduced, and old versions discontinued, you will want to enable or disable these in your Cashmaster counter's settings. You can also check the weight values for individual notes/bills and coins easily. Just follow the instructions in this help sheet to complete these operations.

If you are still having difficulties, or are unsure about note/bill or coin settings, 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.

Instructions for Sigma 105

Cashmaster *sigma* 105

1. Switching individual notes/bills and coins on/off

1.1 While the unit is off, hold down the coins and notes/bills 🗃 key and switch the unit on with the on/off ⏻ key.

1.2 The supervisor menu will now appear, press the arrow down ⌄ key to select **Scroll Settings (picture A below)**.

1.3 Press the c/plus ᶜ⁄₊ key to confirm selection.

1.4 Highlight the **Setting** you want to change/check, then press the c/plus ᶜ⁄₊ key to confirm selection **(picture B below).**

1.5 You will then be asked to confirm your currency, highlight your currency and press the c/plus ᶜ⁄₊ key **(picture C below).**

1.6 Press the arrow down ⌄ key to select your denomination, then press the c/plus ᶜ⁄₊ key to change setting to Auto to enable, or Off to disable currency. When set to Manual, the denomination will not advance automatically. **(picture D below).**

1.7 Press the notes/bills and coins 🗃 key until you get back to the Supervisor Menu. You can use the notes/bills and coins 🗃 key to exit from any settings screen and return to the previous screen.

A

Supervisor Menu
3) Set Float
4) Calibration
5) Stack Limits/Pack Tols
6) Scroll Settings

B

Scroll Settings Menu
Note Settings
Coin Settings
Coupon Settings
Token Settings

C

Select Currency
GBP
EUR

D

Scroll Settings	
£10 CB Note	Off
£10 Poly Note	Off
£10 Paper Note	Auto
£10 Sco Poly Note	Auto

(2.) Checking weight settings of individual coins and notes/bills

2.1   After switch on has been completed, you can check the calibration weight of a

specific denomination as follows. You need to return to the supervisor menu to do this.

If your device is off, to access settings, follow instructions in point (1.1) above.

Otherwise, press the coins and notes/bills ⌧ key twice to return to supervisor menu.

2.2   Press the arrow up ⌃ key to **Calibration** and press c/plus ⌧ key.

2.3   Press the arrow down ⌄ key and highlight the **Settings** option required,

then press the c/plus ⌧ key.

2.4   Highlight your currency and press the c/plus ⌧ key.

2.5   Press the arrow down ⌄ key to select your denomination then press the F

⌧ key.

2.6   Please check if the weight displayed is correct.

Call Customer Support to obtain the correct weights.

If it is correct, power the unit off. If not, please continue below.

(3.) Changing the weight settings of individual coins and notes/bills

3.1   Use the c/plus ⌧ key to highlight number to change.

3.2   Use the arrow ⌃ ⌄ keys to set number values.

3.3   Set the correct weight.

3.4   Press the F ⌧ key to save.

3.5   Press the notes/bills and coins ⌧ key to exit.

3.6   Power the unit off by pressing the on/off ⌧ key.

Instructions for Sigma 170

Cashmaster *sigma* 170

1. Switching individual coins and notes/bills on/off

1.1 While the unit is off, hold down the minus **−** and plus **+** keys and switch the unit on with the on/off **⏻** key.

1.2 The supervisor menu will now appear, press the arrow down **⌄** key to select **Scroll Settings (picture A below)**.

1.3 Press the plus **+** key to confirm selection.

1.4 Select the **Setting** you want to change/check and press the plus **+** key to confirm selection **(picture B below)**.

1.5 You will then be asked to confirm your currency, highlight the currency you want to enable/disable and press the plus **+** key **(picture C below)**.

1.6 Press the arrow down **⌄** key until your denomination is highlighted, then press the plus **+** key to change setting to Auto to enable or Off to disable currency. When set to manual, the denomination will not advance automatically. **(picture D below)**.

1.7 Press the **⬦** key until you get back to the supervisor menu. You can use the notes **⬦** key to exit from any settings screen and return to the previous screen.

A
Supervisor Menu
3) Set Float
4) Calibration
5) Stack Limits/Pack Tols
6) Scroll Settings

B
Scroll Settings Menu
Note Settings
Coin Settings
Coupon Settings
Token Settings

C
Select Currency
GBP
EUR

D
Scroll Settings	
£10 CB Note	Off
£10 Poly Note	Off
£10 Paper Note	Auto
£10 Sco Poly Note	Auto

(2.) Checking weight settings of individual coins and notes/bills

2.1   After switch on has been completed, you can check the calibration weight of a specific

denomination as follows. You need to return to the Supervisor Menu to do this.

If your device is off, to access settings, follow instructions in point (1.1) above.

Otherwise, press the notes [⬗] key to return to Supervisor Menu.

2.2   Press the arrow up [∧] key to select **Calibration** then press plus [+] key.

2.3   Press the arrow down [∨] key and highlight the **Settings** option required,

then press the plus [+] key.

2.4   Highlight your currency and press the plus [+] key.

2.5   Press the arrow down [∨] key to select the denomination you wish to enable/disable

and then press the F [F] key.

2.6   Please check if the weight displayed is correct.

Call Customer Support to obtain the correct weights.

If it is correct, power the unit off. If not, please continue below.

(3.) Changing the weight settings of individual coins and notes/bills

3.1   Use the minus [–] and the plus [+] keys to highlight number to change.

3.2   Use the arrow [∧] [∨] keys to set number values.

3.3   Set the correct weight.

3.4   Press the F [F] key to save.

3.5   Press the notes/bills and coins [▤] key to exit.

3.6   Power the unit off by pressing the on/off [⏻] key.

Cashmaster *omega* 230

(1.) Switching individual coins and notes/bills on/off

1.1 While the unit is off, hold down the minus **[–]** and plus **[+]** keys and switch the unit on with the on/off **[⏻]** key.

1.2 **Enter passcode** message will appear. Enter passcode **1111** when prompted.

1.2 The supervisor menu will now appear, press the arrow down **[v]** key to select **Scroll Settings (picture A below)**.

1.3 Press the plus **[+]** key to confirm selection.

1.4 Highlight the **Setting** you want to change/check, then press the plus **[+]** key to confirm selection **(picture B below)**.

1.4 Now you need to highlight **All modes** and press the plus **[+]** key.

1.5 You will then be asked to confirm your currency, highlight the currency you want to enable/disable and press the plus **[+]** key **(picture C below)**.

1.6 Press the arrow down **[v]** key until your denomination is highlighted, then press the plus **[+]** key to change setting to Auto to enable or Off to disable currency. When set to manual, the denomination will not advance automatically. **(picture D below)**.

1.7 Press the **[◈]** key until you get back to the supervisor menu. You can use the notes **[◈]** key to exit from any settings screen and return to the previous screen.

A

Supervisor Menu
3) Set Float
4) Calibration
5) Stack Limits/Pack Tols
6) Scroll Settings

B

Scroll Settings Menu
Note Settings
Coin Settings
Coupon Settings
Token Settings

C

Select Currency
GBP
EUR

D

Scroll Settings	
£10 CB Note	Off
£10 Poly Note	Off
£10 Paper Note	Auto
£10 Sco Poly Note	**Auto**

(2.) Checking weight settings of individual notes/bills and coins

2.1 After switch on has been completed, you can check the calibration weight of a specific debomination as follows. You need to return to the Supervisor Menu to do this.

If your device is off, to access settings, follow instructions in point (1.1) above.

Otherwise, press the notes/bills 🖋 key twice to return to Supervisor Menu.

2.2 Press the arrow up [∧] key to select **Calibration** then press plus [+] key.

2.3 Press the arrow down [∨] key and highlight the **Settings** option required, then press the plus [+] key.

2.4 Highlight your currency and press the plus [+] key.

2.5 Press the arrow down [∨] key to select the denomination you wish to enable/disable and then press the F [F] key.

2.6 Please check if the weight displayed is correct.

Call Customer Support to obtain the correct weights.

If it is correct, power the unit off. If not, please continue below.

(3.) Changing the weight settings of individual notes/bills and coins

3.1 Press the C [C] key.

3.3 Set the correct weight.

3.4 Press the enter [⏎] key to save.

3.5 Press the notes/bills 🖋 key to exit.

3.6 Power the unit off by pressing the on/off [⏻] key.

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