

Appendix 2 – Voting Equipment Troubleshooting

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Overview

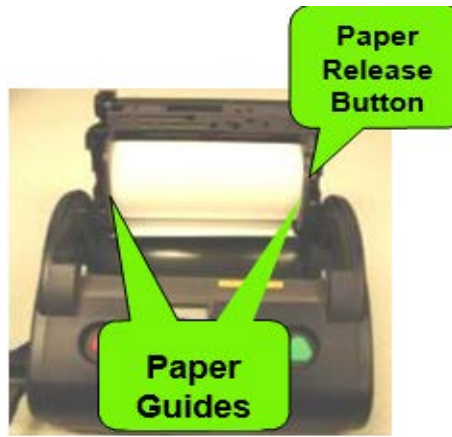
The most commonly experienced issues with the voting equipment; i.e. scanning units, pollbooks (and printers), ballot marking devices is described in this chapter, together with possible solutions. It's always important for the chief judges or assigned rovers to record the issue with as much detail as possible including equipment unit numbers in the judge's *Election Day Log* or the rover's incident report. If circumstances and time permit, malfunctioning equipment will be replaced as soon as possible. Any problem events with voting equipment requiring the removal of security seals must be documented either on the respective equipment's integrity report or the *Tamper Tape/Security Seal Removal Report*.

Electronic Pollbook Printer – Changing the Paper

1. Each polling place will be provided extra rolls of paper for use when having to replace the printer paper. Extra rolls will be located in grey tote.
2. When red streak marks appear on pollbook printer paper, take the following steps to replace the paper roll:
 - Push up the cover release button to open printer cover



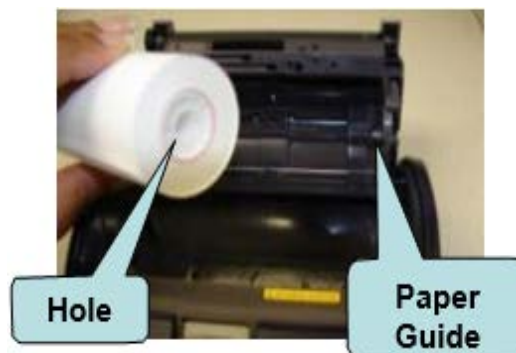
- Open printer cover and press the paper release tab on right side.



- Slide the paper release tab forward and gently slide the paper guides apart with your thumbs. Remove the empty roll.



- Place the holes of the new paper roll over spindles on paper guides. Make sure the paper feeds from the bottom.



- Slide the paper release tab forward and gently slide the paper guides together.



- Pull the paper through the printer's opening and close the cover. Press the green triangle button to ensure the paper is feeding properly.



Electronic Pollbook Troubleshooting

Screen Freezes

A pollbook with no activity on the screen, such as an hour glass, or is unresponsive to touch from the stylus for at least 30 seconds must be rebooted; i.e. powered off then on again. If the pollbook is unresponsive to touch and has an animated hourglass then wait at least one minute. If there is no change then reboot the pollbook.

Synchronization Issues

Refer to *Chapter 10 – Electronic Pollbook* (pages 10.17 – 10.18) for checking with pollbook synchronization. Follow the below steps to correct a pollbook(s) that will not synchronize:

1. Check for secure cable connections to back of pollbook(s) and hub if provided.
2. Check power connections to each piece of equipment; i.e. hub.
3. If using a hub then try plugging cable into a different port.
4. When voting lines permit, reboot the pollbook(s) not synchronizing.
5. Contact rover to investigate and replace cable(s) or hub if necessary.

If the pollbook(s) has not synchronized by poll closing, reboot the pollbook after last voter has voted and prior to performing Daily Closing Steps #'s 1 and 2 on ALL pollbooks. Wait five minutes after rebooting for synchronization. If this is not successful, close the affected pollbook(s).

Fatal Error Messages

When a pollbook produces a message on the screen indicating a “Fatal Error”, record message in *Election Day Log* and reboot the pollbook. Inform your assigned rover for continued “Fatal Error” messages with the same pollbook.

Printer Error Messages

For a message showing “the printer is not connected or powered up” perform the following steps:

1. Verify printer is receiving power by checking for indicator lights and that the power cord connections are secure.
2. Verify USB cable connections at pollbook and printer are tight and secure.
3. If message does not disappear switch USB connection on back of pollbook to other USB port.
4. If message continues to appear when checking in voters, inform your assigned rover who can replace the USB or power cords.

For all other issues regarding the pollbooks call your assigned rover.

Scanning Unit Troubleshooting

The below described procedures with scanning unit(s) must be performed by a bipartisan team of judges.

Scanning Unit will NOT Scan Ballots

If it's determined with absolute certainty scanning unit will not accept ballots and polling place has only one unit then follow these steps for using emergency ballot bin:

1. Notify your assigned rover immediately.
2. Remove padlock attached to emergency ballot compartment. Use flat chrome key on red lanyard to open lock on bin.

Lock attached to emergency ballot bin. Record removal in *Tamper Tape/Security Seal Removal Report*



3. Flip the flat metal flap on the Emergency Ballot Compartment down so that when the door is closed, there is a slot to allow voters to put ballots into the bin.



4. Close and lock bin door. Reattach padlock to door and record event in *Tamper Tape and Security Seal Removal Report*. Instruct voters to place (cast) their ballots into the open slot of the emergency ballot bin.

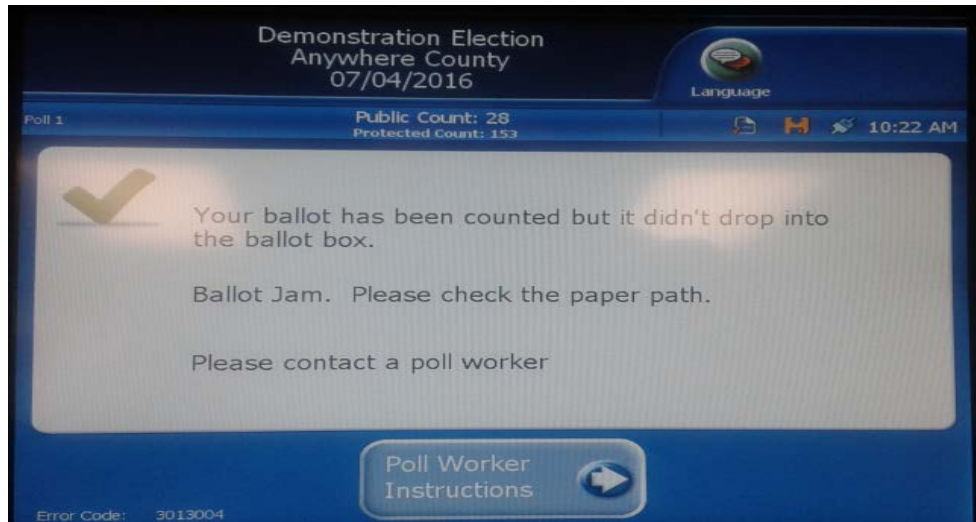


5. Rover in the presence of chief judges will reboot scanning unit once they arrive. Continue using emergency ballot bin until scanning unit is able to scan ballots or unit has been replaced.
6. Follow procedures outlined in *Chapter 11 – Scanning Unit* pages 11.26 to 11.27 on scanning voted ballots placed in emergency ballot bin or follow the instructions specified by rover.
7. Once malfunctioning scanning unit is able to scan ballots, open emergency ballot bin, flip metal flap to closed position and relock bin. Record this event in *Tamper Tape/Security Seal Removal Report*.
8. For polling places having more than one scanning unit, voters must scan their ballots at the functioning unit(s). Rover will reboot the malfunctioning scanning unit once they arrive. Continue using working scanning unit(s) until the malfunctioning one is repaired or replaced (if need be).

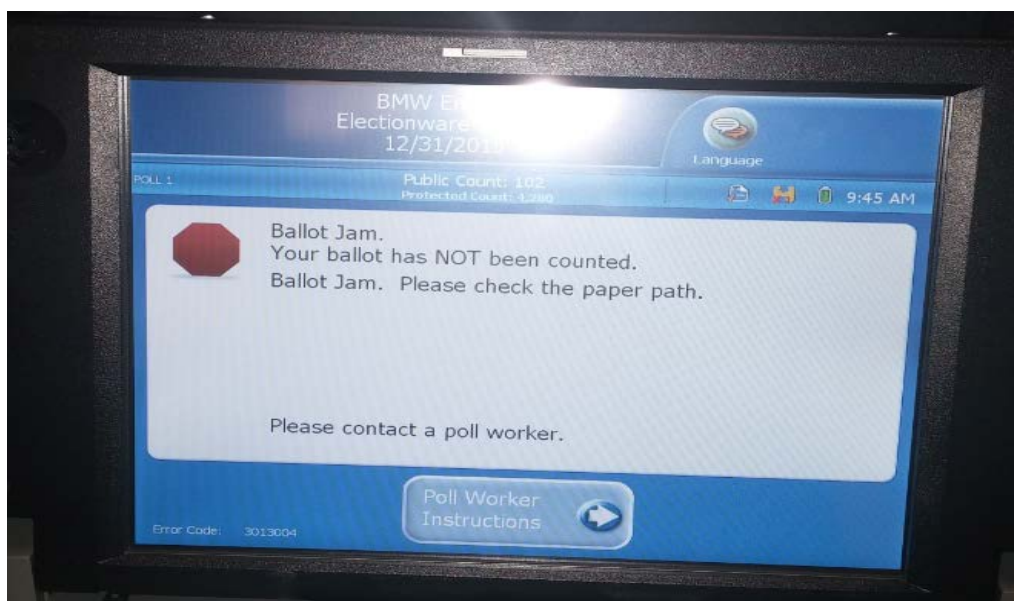
Scanning Unit Ballot Jams – Overview

When the scanning unit has a ballot jam (regular ballots or ballot activation cards), there will be one of two messages that will appear on screen with a series of beeps:

- **“Your ballot has been counted but it didn’t drop into the ballot box. Ballot Jam. Please check the paper path. Please contact a poll worker.”**



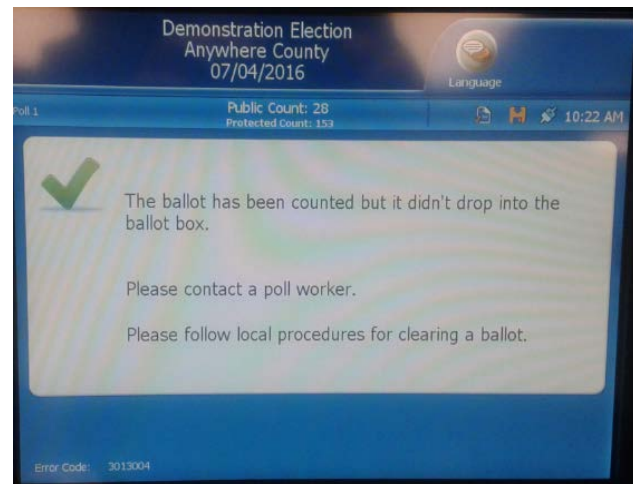
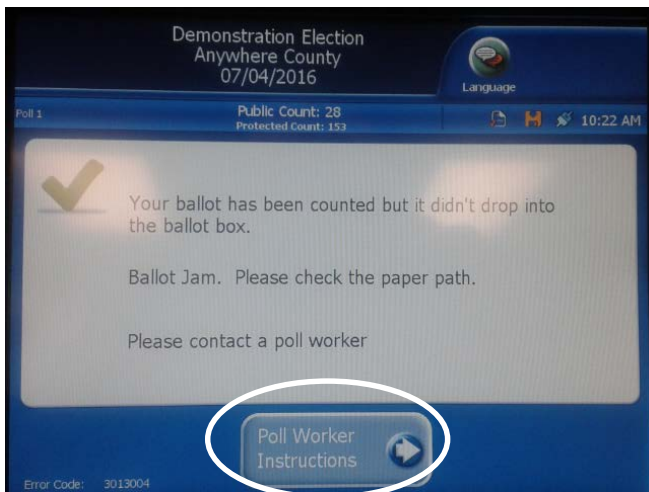
- **“Ballot Jam. Your ballot has NOT been counted. Ballot Jam. Please check the paper path. Please contact a poll worker.”**



In both cases, the ballot jams must be cleared before voting can continue on that scanning unit. The difference between the two messages dictates what procedures are followed when the jammed ballot is retrieved. Always inform your assigned rover and then follow the below procedures based on the message indicated on screen.

Scanning Unit Ballot Jam – Ballot Counted

1. Press the “Poll Worker Instructions” button indicated on screen. The message in the right picture will appear.



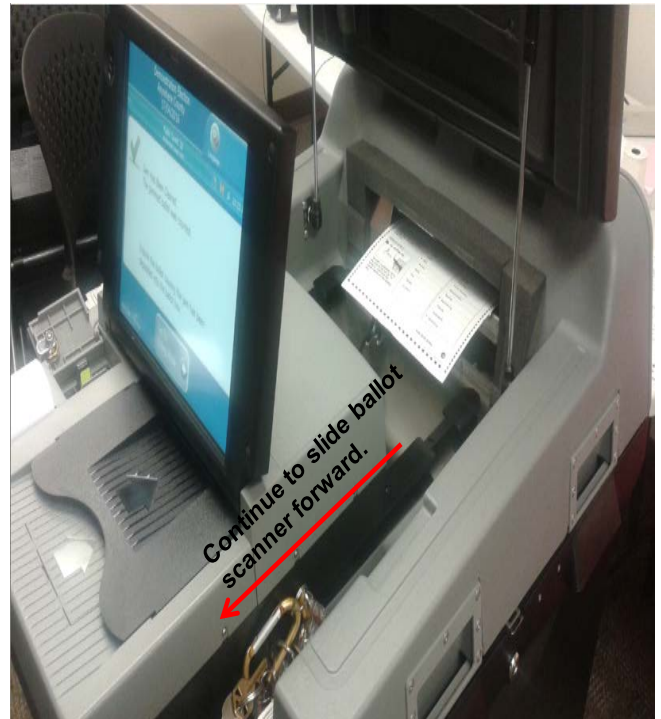
2. Using the flat silver key on red lanyard, unlock the padded holding bar in front of the Scanning Unit. The locking mechanism is located at the front right in the recessed area next to scanner.



3. Pull down the padded holding bar in front of scanning unit.



4. **CAREFULLY** slide ballot scanner forward to reveal ballot jam. Continue to slide scanner forward allowing enough space (approximately 10 inches) to remove jammed ballot from insertion point at back of ballot box. **DO NOT SLIDE BALLOT SCANNER COMPLETELY OFF BALLOT BOX!**



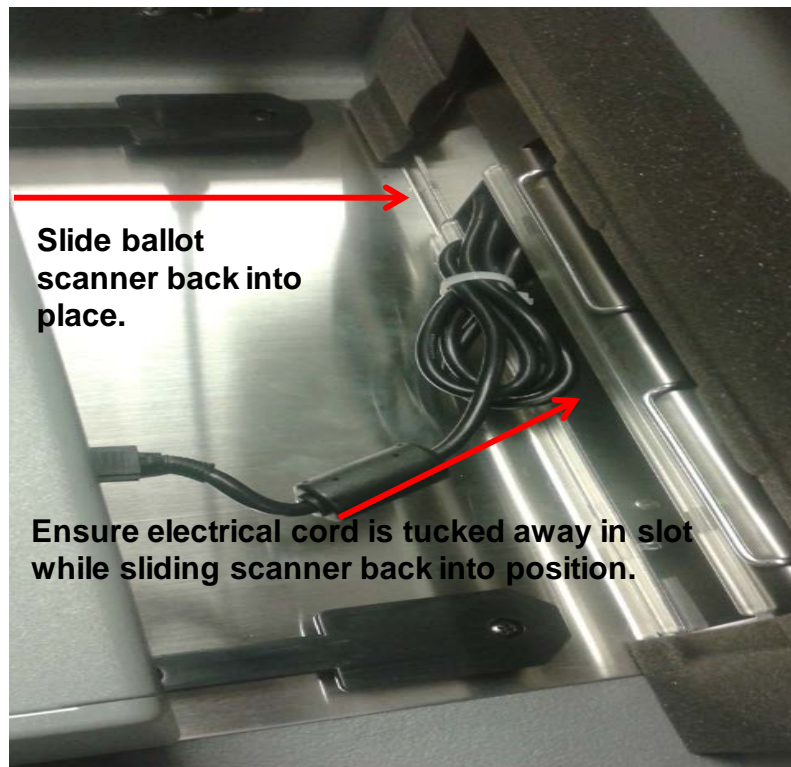
5. Reinsert the ballot into the top ballot chute so that it drops into the main ballot box as it has already been counted.



Ballot chute where scanned ballots are fed from the scanning unit to the main ballot box.

Scanning unit, electrical cord compartment slot

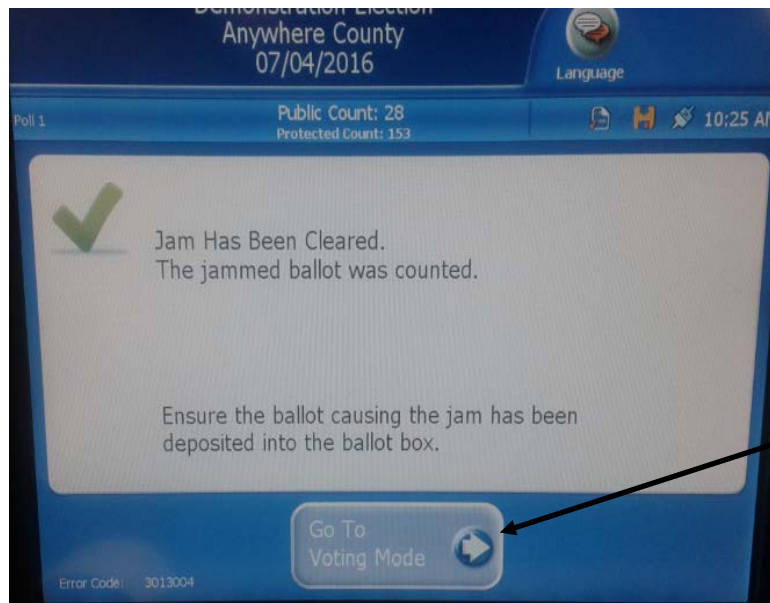
6. After the jammed ballot has been cleared and dropped into main ballot box, slide scanner back into place being careful to ensure that the electrical cord is tucked away in its slot.



7. Lock padded holder bar back into place.



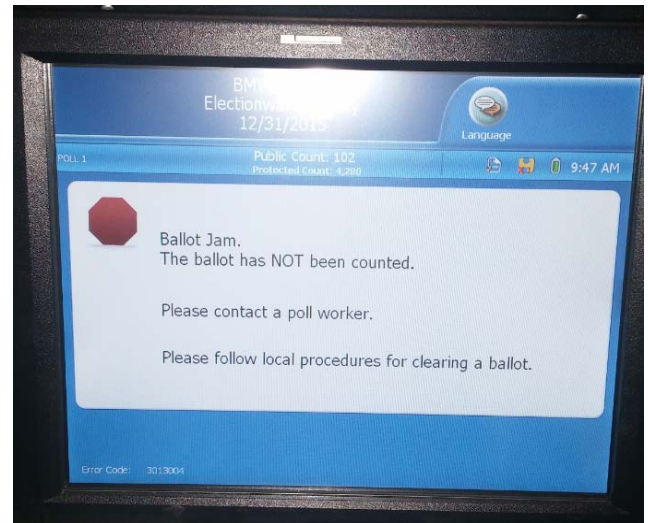
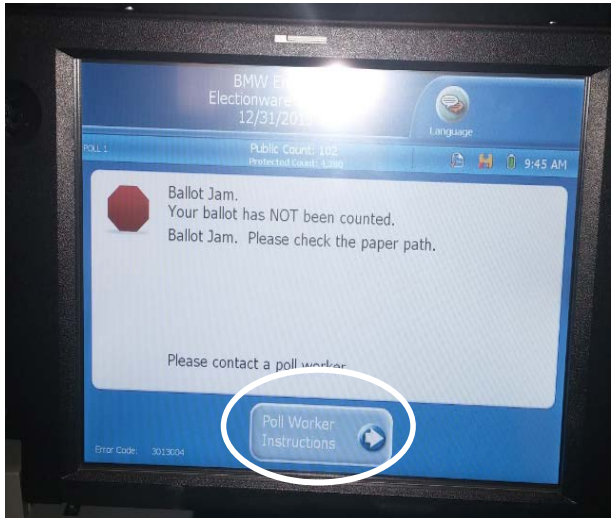
8. When jam is cleared the below screen appears. Press the “Go To Voting Mode” button which will be indicated on scanning unit screen once ballot jam has been cleared.



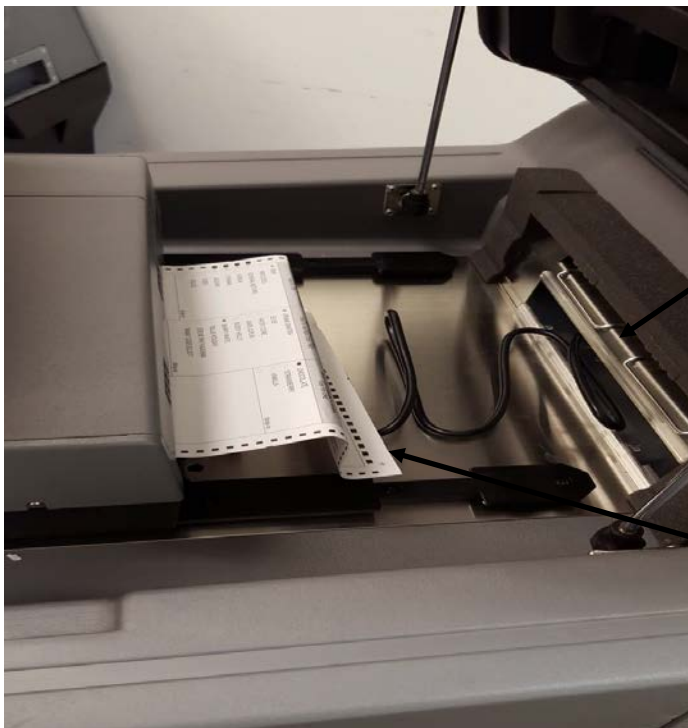
9. Record the incident in *Election Day Log*

Scanning Unit Ballot Jam – Ballot NOT Counted

1. Press the “Poll Worker Instructions” button indicated on the screen. The message in the right picture will appear.



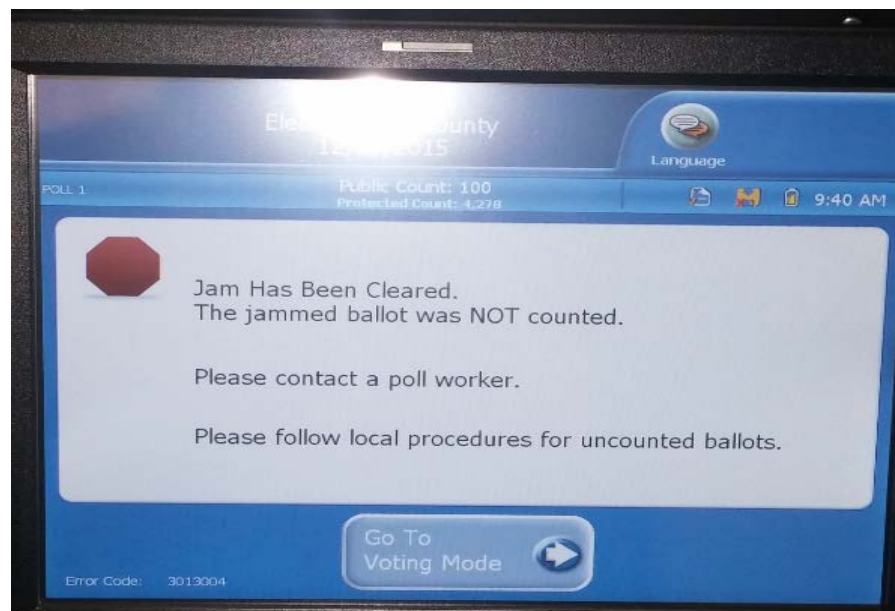
2. Follow the described steps listed in the above section on pages 9 and 10 (steps 2-4) to expose the ballot jam within scanning unit.
3. Remove the jammed ballot from scanning unit. Ballot will most likely be jammed directly in the back of scanning unit.



Because ballot was not counted, DO NOT drop ballot through ballot chute.

Remove jammed ballot. Follow procedures for spoiling the removed ballot and providing voter a replacement ballot.

4. Follow the procedures for spoiling ballot and providing voter a replacement ballot if needed. DO NOT DROP BALLOT THROUGH BALLOT CHUTE WHEN SCANNING UNIT BACK HAS BEEN EXPOSED.
5. Follow steps on pages 11 and 12 (steps 6 and 7) to slide and lock scanning unit back into place for a resumption of voting.
6. When jam is cleared the below screen appears. Press the “Go To Voting Mode” button which will be indicated on scanning unit screen once ballot jam has been cleared.



7. Record the incident in *Election Day Log*.

Ballot Marking Device Troubleshooting

For ALL situations in which the ballot marking device malfunctions including ballot activation card jams, inform your assigned rover immediately. Follow the procedures detailed in *Chapter 3 – Voter Assistance and Cross Cultural Communication* for helping a voter that may require voting assistance. Rover will either repair or replace the malfunctioning unit. Record the incident in *Election Day Log*.