Section 6

Troubleshooting Equipment

Technical Support Identification

Technical Support Identification Badge. All technical support personnel must show this purple badge to a Precinct Officer before they are allowed access to any voting equipment. A Coordinator must show a maroon badge and permanent staff from the elections office wears a blue badge.

SACRAMENTO COUNTY

VOTER REGISTRATION

ELECTION TECHNICAL SUPPORT

No. 1

SACRAMENTO COUNTY

VOTER REGISTRATION
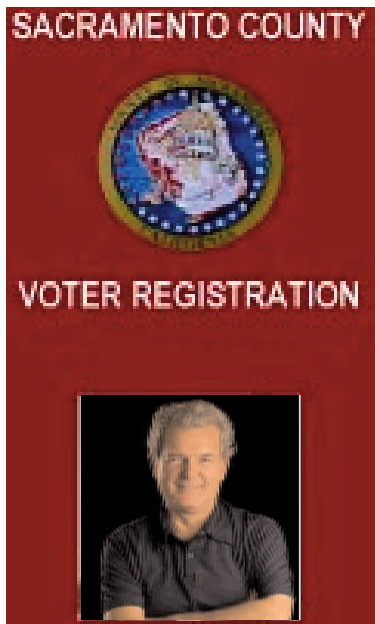
If a person does not have a badge, do not allow them to touch any voting equipment. If any person other than your coordinator or a technician attempts to tamper with the voting equipment, notify Precinct Operations immediately.

Problems During Opening Procedures

One of the split-lock seals on the memory card door of the precinct scanner is broken or the serial numbers do not match the Precinct Equipment Verification Sheet:

- Call Technical Support immediately!
- Use the auxiliary bin until the problem is solved.

The Precinct Scanner is running on battery power:

- Make sure the precinct scanner is plugged in, or
- Unplug the precinct scanner and then plug it into a different receptacle or turn on the power strip.
- Check whether there is power in the outlet - try plugging a voting booth light into the same outlet.

The tape is printing but does not advance:

- Check the tape spool and make sure it is in place.
- Try pulling a little of the tape to help it start advancing.
- Check the small gray lever that holds the roll of tape and be sure it is in the down position.
- If you still need assistance, call technical support immediately!

The 'Zero Report' tape has printed, but it shows that some votes have already been cast:

- Call Technical Support immediately!
- Use the auxiliary bin until the problem is solved.

Technical Support (916) 875-6303

Troubleshooting the Precinct Scanner

Ballot Dragged or Ballot Skewed

Problem: The ballot was inserted and was not aligned properly in the feed mechanism and did not go through the precinct scanner straight.

Solution: Ask the voter to re-insert the ballot. If the system rejects the ballot, call Technical Support. Place ballot in the auxiliary bin.

Ballot Jammed

Problem: The ballot stopped moving through the precinct scanner.

Solution: The slot on the precinct scanner and the ballot box must line up or the ballot will jam. Be sure the precinct scanner is correctly seated on the mounting rails and verify that the path of the ballot is not blocked. If a ballot is jammed and visible from the front, pull the ballot out and have the voter re-insert the ballot. If not resolved, call Technical Support. Place ballot in the auxiliary bin.

Ballot Too Long

Problem: The ballot is longer than the machine has been programmed to read.

Solution: Check to be sure that the ballot stub has been removed.

Blank Ballot Accepted

Problem: This is a verification message that a blank ballot has been accepted.

Solution: No response is required.

Blank Ballot Returned

Problem: This is a verification message that a blank ballot has been returned.

Solution: Voter may continue voting or press accept.

Error Reading Memory Card

Problem: The precinct scanner is not recognizing the memory card.

Solution: Call Technical Support immediately.

Error Reading Ballot

Problem: The precinct scanner could not read the ballot.

Solution: Ask the voter to re-insert the ballot in a different orientation. If the system rejects the ballot, call Technical Support. Place ballot in the auxiliary bin.

Multiple Ballots Detected

Problem: More than one ballot is detected in the paper feed mechanism or the secrecy sleeve/folder was being inserted with the ballot.

Solution: Ask the voter to re-insert the ballots one at a time. Inform the voter that the ballot needs to extend beyond the secrecy sleeve/folder.

One Contest Has Too Many Votes

Problem: The number of valid marks found within a contest exceeds the number of votes allowed. This is called an 'overvote'.

Solution: The voter may choose to ACCEPT or RETURN the ballot. If the voter chooses ACCEPT, the ballot will be counted and dropped into the ballot box. If the voter chooses RETURN, spoil that ballot and issue the voter another ballot.

Troubleshooting the Precinct Scanner - continued

Precinct Scanner is taking too long to boot up

Problem: It takes approximately 3 to 5 minutes for the election information to boot up. If it takes longer, sometimes the key was either turned too fast, past the OPEN/CLOSE POLL position, straight to the VOTE position or the precinct scanner is just not initializing the election information.
Solution: Turn key to the OFF position. Wait 10 seconds. Refer to page 16 to continue. If the problem is still not corrected, call Technical Support immediately.

Unable to Close the Election

Problem: The software cannot access the memory card.
Solution: Call Technical Support immediately!

Warning: The Unit is on Battery Power

Problem: The power cord has been unplugged.
Solution: Check power cord connections - the connection in the back of the precinct scanner and the connection in the wall or extension cord. Call Technical Support immediately if the problem is not corrected.

Troubleshooting the AutoMARK

Ballot Returned Unmarked

A) Problem: Indicates that a ballot was inserted at an angle and rejected before it was printed.
Solution: Insert ballot again and verify that it is straight.

B) Problem: The ballot was not marked.
Solution: If there is no printed ballot, call Technical Support.

Indicator light is amber

Problem: The unit is using the battery for power.
Solution: Verify that the unit is plugged in correctly.

Indicator light is amber and blinking

Problem: Battery power is low.
Solution: Verify that the unit is plugged in correctly.

Indicator light is green

Problem: The unit is running on an external power source.
Solution: Excellent! We want to use an external power source.

Marked Ballot Inserted

Problem: A ballot that has already been marked was inserted into the unit.
Solution: If a voter has already marked their ballot but wants to verify that the AutoMARK can read their choices, they may insert the ballot in the unit. All of their choices will then be displayed on the summary screen. They cannot make any changes on the screen or ballot.

No Election Data or other information

Problem: Indicates no election data was found.
Solution: Call Technical Support immediately!

Paper Misfeed

Paper misfeed. Please contact election official.

Problem: If a ballot is damaged or inserted wrong into the AutoMARK, the machine may jam.
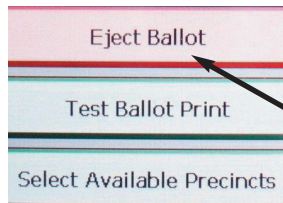
If the AutoMARK jams, the following message appears on the screen:

"Paper misfeed. Please contact election official."

Solution: To retrieve the jammed ballot, turn the key to **TEST**.

The following screen appears.

Eject Ballot

Test Ballot Print

Select Available Precincts

ONLY press the **'Eject Ballot'** button.

The ballot will be returned and the key must be turned back to the **ON** position.

Printer Malfunction

Problem: Paper jam, paper too short or too long.
Solution: Verify that the stub was removed from the ballot correctly.

Printer Low on Ink

Problem: Ink is running low.
Solution: Call Technical Support.

Unrecognized Ballot

Problem: This indicates the unit did not recognize the ballot, e.g. the wrong ballot type or the ballot was inserted incorrectly.
Solution: Verify the ballot is the correct ballot type (if it is not the correct ballot type, call Precinct Operations immediately). Re-insert ballot. Check that the cut corner is on the upper right hand side. If this still does not resolve the problem, call Technical Support immediately!
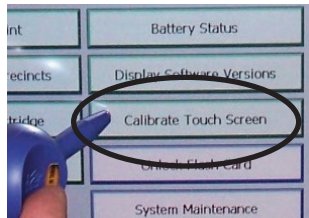
Calibrating the AutoMARK Touch Screen:

The AutoMARK must be recalibrated if pressing the designated area of the screen is not recognized by the machine. Use the stylus to calibrate the screen.
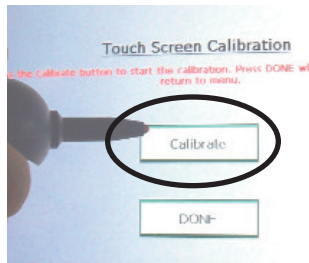
Switch the key to TEST.

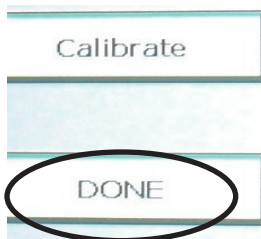Select 'Calibrate Touch Screen' on the AutoMARK Main Menu.

Press the 'Calibrate' button to start the calibration.

Press and briefly hold the stylus on the center of the target, then release. Repeat as the target moves around the screen.

Select DONE after you complete the calibration. If you skip this step, the settings may not be remembered when the system is re-booted.
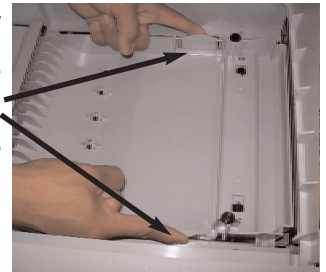
Switch key back to ON after calibration is complete.
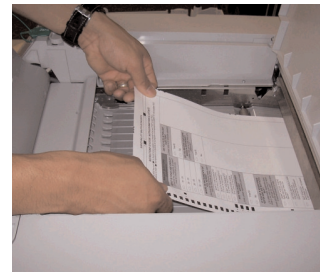
Clearing a paper jam:

Open the top lid to reach the clean-out tray.

Remove the clean-out tray by pushing in on the flat round tabs at the sides and rolling it forward towards the screen.

Remove the ballot.

If the ballot is not found in the tray, remove the rear panel by pulling tab sideways and out.

Remove the ballot.

If the ballot is not damaged, not folded in any way, and not marked, re-insert the ballot correctly.

If you would like a coordinator or a technician to assist you, please give them a call.

Replacement Scanners

If a precinct scanner has been deemed non-functional by a technician, another precinct scanner will be delivered.

Technician:

- A technician from the elections office will arrive with a new precinct scanner.
- The technician will place the non-functioning precinct scanner into its original soft case.
- The technician will place a new precinct scanner on top of the ballot box. The technician will stay until the new precinct scanner is working properly.
- Write down the new serial numbers from the replacement scanner on the Precinct Equipment Verification Sheet. Verify with the technician and sign the sheet.

Precinct Officer Duties:

- Remove the memory card from the original precinct scanner, wrap the 'Zero Report' tape around it and write '#1'. Follow the same procedure on the replacement, or second scanner, except write '#2' on the 'Zero Report' tape.
- Place both memory cards in the orange data transport bag, along with the keys, seals, 'Totals Report' tapes from the replacement scanner.
- **Return both precinct scanners to the drop-off site.**

"To make democracy work, we must be a nation of participants, not simply observers. One who does not vote has no right to complain."
Louis L'Amour (1908-1988) - American Author