Information in this guide includes:

- **Opening Instructions** .........................Pages 1 – 8
- **Voting Session** .................................Pages 10 – 12
- **Tips & Troubleshooting** ...............Pages 14 – 16
- **Closing Instructions** .........................Pages 18 – 22
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### Step 1 – Set Up the Ballot Box

<table>
<thead>
<tr>
<th>Step</th>
<th>Instruction</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Unfasten the velcro straps on one side of the ballot box at a time and expand the sides.</td>
</tr>
<tr>
<td>2.</td>
<td>Open the main compartment sliding door using the key provided. Leave door open.</td>
</tr>
<tr>
<td>3.</td>
<td>Lower the bottom panel to the base of the ballot box.</td>
</tr>
<tr>
<td>4.</td>
<td>Secure the panel by locking the two barrel latches located in the left and right corners of the base.</td>
</tr>
<tr>
<td>5.</td>
<td>Reach inside through the top opening of the ballot box.</td>
</tr>
<tr>
<td>6.</td>
<td>Pull down firmly on the yellow strap to release the metal locking arm until it swings into the down position. <strong>Pull hard.</strong></td>
</tr>
<tr>
<td>7.</td>
<td>Stand in front of the ballot box and reach down inside and grab the top panel.</td>
</tr>
<tr>
<td>8.</td>
<td>Lift the panel up towards the top of the ballot box so it fits squarely against the side panels. <strong>Hold onto the lid so it doesn’t fall.</strong></td>
</tr>
<tr>
<td>9.</td>
<td>Reach through the side door, grab the locking arm and swing it back into its upright position. <strong>Push hard</strong> to snap it in place.</td>
</tr>
</tbody>
</table>
### Step 2 – Emergency Bin Door & Ballot Compartments

1. Once the lid of the ballot box is secured in place, use the ballot box key to open the small emergency bin compartment door located on the top of the ballot box.
2. Verify that the ballot slot in the door of the emergency bin is in the open position.
3. Reach inside the emergency bin compartment to ensure it is empty.
4. Reach inside the other compartment located just in front of the ballot shoot to confirm the bag is empty.
5. Close and lock the emergency bin door.

6. Verify that the main compartment of the ballot box is also empty.
### Step 3 – Place the Precinct Scanner on the Ballot Box

1. Stand facing the ballot box and with the front of the scanner facing you, tilt the scanner up on its left side.

2. Align the metal feet on the bottom left side of the scanner to the open slots on the ballot box.

3. Lower the right side of the precinct scanner and align the metal feet with the open slots on the ballot box.

4. Using both hands, secure the scanner into place against the ballot chute by sliding the scanner away from you towards the back of the ballot box.
5. The scanner should fit snuggly against the ballot chute without gaps.

6. Lock the scanner into place by latching the silver hook from the ballot box onto the metal bracket located on the back of the precinct scanner.

7. Lock the sliding door using the ballot box key. Keep the ballot box key secure.

8. Your ballot box and precinct scanner should look like this before moving on to the next steps. (See next steps for powering up the precinct scanner.)
### Step 4 – Preparing Precinct Scanner for Voting.

<table>
<thead>
<tr>
<th>Step</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Plug small end of power cord into the bottom port on the back of the scanner. Plug pronged end into the power outlet.</td>
</tr>
<tr>
<td>2.</td>
<td>On the front of the unit just left of the 3 lights use the end of a pen to push the recessed power button on.</td>
</tr>
<tr>
<td>3.</td>
<td>When prompted, place the security key on the pad and enter the Password.</td>
</tr>
<tr>
<td>4.</td>
<td>Press <strong>Confirm</strong> if date and time are correct. If not, press <strong>Change</strong> to edit.</td>
</tr>
<tr>
<td>5.</td>
<td>At the Main Menu, confirm that <strong>Ballot Counter</strong> is zero.</td>
</tr>
<tr>
<td>6.</td>
<td>Next, select <strong>Poll Management</strong> then <strong>Open Polls</strong> then <strong>Confirm</strong>.</td>
</tr>
</tbody>
</table>
7. A Zero Tape will automatically print. Once printed, if another copy is needed, press **Print Again**. Be sure to leave the final printed copy attached to the unit. When finished press **Continue**.

8. On the Zero Tape verify that **Total Cast** and **Total Voters** is 0. Verify the precinct name and number listed on the tape match the precinct you are working in. Then sign the tape.

9. Roll the Zero Tape on top of the printer and leave it attached to the unit.

10. When done printing, press **Continue**. The next screen is the **Configuration Transmission** window press **Cancel**.

**Important!**
When opening the polls, you must Press **Cancel** on this screen!!
11. Verify the numbered security seals on the Memory Card doors titled Administrator and Poll Worker match the numbers listed on the Precinct Scanner Security Log by checking the appropriate boxes.

12. Place an orange security seal from your supplies on the Printer Cover Door. Close and lock the seal.

13. Place an orange security seal on the Transmission Door located on the right side of the precinct scanner. Close and lock the seal.

14. Mark the boxes on the Security Log to confirm the additional seals have been placed on the printer and side transmission doors.

Sign the Precinct Scanner Security Log.
15. If needed, use the velcro straps on the ballot box to keep the power cord in place by wrapping the velcro around the cord.

16. The Precinct Scanner and ballot box should look like this when set up is complete.

17. The polls are now open and the scanner is ready to accept ballots.
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<table>
<thead>
<tr>
<th>TOPIC</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overvoted Ballot</strong></td>
<td><strong>Overvoted Ballot</strong> – Means that the voter marked too many candidates in a race.</td>
</tr>
<tr>
<td>Warning Message &amp; Image:</td>
<td>Upon inserting a ballot into the ballot entry slot on the precinct scanner, a warning message appears alerting the Election Official of the issue.</td>
</tr>
<tr>
<td></td>
<td>1) The voter may press the down arrow button on the LCD screen to display additional information and which race(s) were overvoted before proceeding with one of these two options.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Option 1</strong>: Voter requests a new ballot to correct the error. If the voter requests a new ballot, instruct the voter to press the red RETURN button. Follow the Ballot Issuing Official Job Card instructions for spoiling a ballot and issuing a replacement ballot.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Option 2</strong>: Voter decides to cast the ballot as-is by pressing the green CAST button to allow the precinct scanner to accept the overvoted ballot.</td>
</tr>
<tr>
<td></td>
<td>2) If the voter leaves without seeing the voting issue error, the system will remain in this “Quick Review” status until the poll worker takes action. Press the green CAST button to accept the ballot as marked if the voter is no longer available.</td>
</tr>
<tr>
<td><strong>Blank Ballot</strong></td>
<td><strong>Blank Ballot</strong> – Means the voter did NOT mark any races on the ballot and it is a completely blank ballot. Upon inserting a ballot into the ballot entry slot on the precinct scanner, a warning message appears alerting the Election Official of the issue.</td>
</tr>
<tr>
<td>Warning Message &amp; Image:</td>
<td>1) Inform the voter that their ballot was returned because they left their ballot blank. The voter has two options:</td>
</tr>
<tr>
<td></td>
<td>- <strong>Option 1</strong>: Voter can return to the voting booth and vote their ballot. Provide voter with a secrecy sleeve and direct them to the voting booth.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Option 2</strong>: Voter can cast their ballot as a Blank ballot by pressing the green CAST button.</td>
</tr>
<tr>
<td></td>
<td>2) If the voter leaves without seeing the voting issue error, the system will remain in this “Quick Review” status until the poll worker takes action. Press the green CAST button to accept the ballot as marked if the voter is no longer available.</td>
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</tr>
<tr>
<td>-------</td>
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</table>
| **Ballot Misread** | **Ballot Misread** – Means that the ballot cannot be processed through the precinct scanner for various reasons.  
Upon inserting a ballot into the ballot entry slot on the precinct scanner, the warning message appears alerting the Election Official of the issue.  
1) The ballot is returned and the voter has the following options:  
   ▪ **Option 1:** Voter can try re-orienting the ballot and insert again. (upside down, facing forward or facing backwards)  
   ▪ **Option 2:** Voter requests a new ballot to correct the error. If the voter requests a new ballot. Follow the Ballot Issuing Official Job Card instructions for spoiling a ballot and issuing a replacement ballot.  
   ▪ **Option 3:** Voter wants to cast the ballot as-is. Instruct the voter to place their un-scanned ballot into the Emergency Bin. Election Official, follow the Ballot Box Official Job Card instructions for Uncounted ballots at the end of the night.  
2) If the voter left without seeing the voting error, place the un-scanned ballot into the Emergency Bin. |
| **Ambiguous Mark** | **Ambiguous Mark** – Means that the voter did not completely fill in the oval dark enough next to their choice for the scanner to read and confirm their selection.  
The voter may press the down arrow button on the LCD to show which race(s) have the ambiguous mark before proceeding with one of these two options.  
   ▪ **Option 1:** Voter can take their ballot back to the voting booth and completely fill in the oval next to their selection for the affected race(s). If the voter wants to correct the ballot, instruct the voter to press the red RETURN button.  
   ▪ **Option 2:** Voter requests a new ballot to correct the error. If the voter requests a new ballot, instruct voter to press the red RETURN button. Follow the Ballot Issuing Official Job Card instructions for spoiling a ballot and issuing a replacement ballot.  
   ▪ If the voter left without seeing the voting error, press the red RETURN button and place the un-scanned ballot in the Emergency Bin. |
### Paper Jam

#### Warning Message:

- **Paper Jam** – Means the ballot jammed as it was pulled through the precinct scanner.

Upon inserting a ballot into the ballot entry slot on the precinct scanner, a warning message appears alerting the Election Official of the issue.

Carefully read the error message on the LCD when a jam occurs in order to determine the location of the jam (Front Slot or Exit Slot) and know if the ballot was counted and saved.

#### Clearing a Paper Jam:

1. Read error message.
2. If the ballot is accessible from the front of the unit, gently pull it out. If the jam is cleared, press the **Cleared** button on the LCD.
3. If the ballot is NOT accessible from the front of the unit, slide the precinct scanner towards you separating it from the ballot box and pull the ballot out from the rear, or wherever it may be easily accessible from.
4. If the jam is cleared, place the security key on the pad and enter the **Password** then press **Cleared**.
5. Next press **Standard Voting** then **Confirm** to return to voting.
6. Maintain voter privacy when pulling the ballot out manually.
7. Remember safety and security protocols when sliding the precinct scanner forward away from ballot box.
8. Once cleared, if the ballot edges are not visibly damaged, the ballot can be re-inserted into the precinct scanner. Otherwise, the ballot will need to be Spoiled and the voter given a replacement ballot.
9. If the voter leaves without seeing the voting issue error, place the un-scanned ballot into the Emergency Bin.
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<table>
<thead>
<tr>
<th>TOPIC</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Missing Components</td>
<td>If one or more components or pieces of the Precinct Scanner are missing, contact your regional election supervisor immediately.</td>
</tr>
<tr>
<td>Loss of Power</td>
<td>In case of a power outage the Precinct Scanner will run on the internal back-up battery. When the Precinct Scanner runs only on battery, the screen displays a battery icon on the top right corner and the LED status lights on the front will be solid amber. If the power outage continues for more than 15 minutes, instruct voters to place their paper ballot into the emergency bin until power is restored so battery is reserved for scanning ballots at the end of the night.</td>
</tr>
<tr>
<td>Precinct Scanner Does Not Power-Up</td>
<td>The Precinct Scanner does not power-up upon plugging the power cord into the AC port, the worker must push the power button in the front. If the unit still does not turn on, perform these steps:</td>
</tr>
<tr>
<td></td>
<td>1) Check the back of the Precinct Scanner and verify that the AC power adaptor is plugged into the AC power port and that the power cord is plugged into a working power outlet.</td>
</tr>
<tr>
<td></td>
<td>2) If the Precinct Scanner still does not start up, locate the Power button located on the front of the unit and insert the back of a pen into the hole and press the power button.</td>
</tr>
<tr>
<td></td>
<td>3) If the unit still will NOT power-up, call regional elections office for assistance.</td>
</tr>
<tr>
<td>Loose Printer Pressure Roller</td>
<td>When the pressure roller that holds the paper roll in place is loose or installed incorrectly, reports will not print. When trying to print, an error message will show.</td>
</tr>
<tr>
<td></td>
<td>1) Open printer access door on the Precinct Scanner.</td>
</tr>
<tr>
<td></td>
<td>2) Pull the printer roller up and reseat it into the printer.</td>
</tr>
<tr>
<td></td>
<td>3) Make sure the printer roller is over the paper tape. Close the printer door and reseal.</td>
</tr>
</tbody>
</table>
Replacing Printer Paper Roll

- When the existing paper roll is running out, the paper will normally display pink colored markings to warn officials that the roll is nearing completion. To remove the existing roll and replace it with a new one, perform the following:

  1) Lift the printer cover door (first removing any lock that may have been placed on the door). This will allow you to gain entry to the printer compartment.

  2) Pull straight up on the metal plate to release the printer pressure roller.

  3) The printer pressure roller component will pop out of its position. Lift up the pressure roller and remove the existing paper roll from the printer compartment.

  4) Insert new paper roll into the rear section of the printer compartment. Ensure the new paper roll is positioned so that the paper feeds from the bottom of the roll.

  5) Pull the end of the new paper roll forward, so that the paper lies between the two printer roller pivots.

  6) Press the printer pressure roller into position atop the two printer roller pivots, with the paper below it.
<table>
<thead>
<tr>
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</tr>
</thead>
</table>
| **Thermal Printer Error – Out of Paper** | When the printer runs out of paper, the message “Thermal printer error” shows.  
1) Lift the printer cover door (first removing any lock that may have been placed on the door). This will allow you to gain entry to the printer compartment.  
2) Pull up on the metal plate to release the printer pressure roller.  
3) Install the paper. Allow enough paper to come under the roller and up through the opening. Then re-insert the pressure roller over the paper, making sure it is seated securely.  
4) To return to printing, press **Reprint or Continue**.  
5) To return to voting, press **Cancel** then **Standard Voting**.  
6) If the problem still exists, contact your election supervisor. |
| **LCD Screen Not Responding** | If the LCD screen is active but it does not respond to touches, the solution is to recalibrate the LCD interface. Contact your regional election office for assistance. |
Step 1 – Scanning Uncounted Ballots from Emergency Bin

1. Unlock and open the Emergency Bin.
2. Remove the uncounted ballots from the Emergency Bin that would NOT scan. Scan the uncounted ballots before you close the polls. (DO NOT open any Questioned or Special Needs ballots.)

3. Place ballots from the Emergency Bin that will NOT scan inside the Uncounted Ballot Envelope and return the envelope inside the precinct register cover.

Step 2 – Close the Polls

1. Apply the Security Key. Press firmly.
2. Enter the Password then press ENTER.

3. Select Poll Management then Close Poll. Enter Password then press Confirm.
Step 3 – Print Results Tape

1. At the Results Report screen, press **Print** then **Next**. Two tapes will print but if more tapes are needed, press the + sign, if not just press **Next**.

2. Two copies will print, sign both tapes. Leave the Zero tape attached to the results tape. If another results copy is requested press **Print Again** then **Continue**.

Step 4 – Transmitting Results

If your precinct transmits results you will need to plug in a modem provided in your supplies.

1. Break the security seal on the transmission door located on the right side of the Precinct Scanner.

2. If you received a blue square modem, for this configuration:
   - Connect the USB into the upper right USB port in the transmission door area on the precinct scanner.
   - Check antenna on the top of the modem to ensure connections are snug.
If you received a black rectangular modem with a telephone cord, for this configuration:

- Plug the USB end into the top USB port in the transmission door area and plug one end of the phone cord into the bottom of the modem.
- Next plug in the other end of the phone cord to the analog phone line you will use to transmit results.

3. Once the modem is plugged in, select **Transmit Results** then **Confirm**.

4. If successful, a **Transfer Complete** screen will appear, press **Continue** to generate a transmission report. Once printing is complete, press **Continue**.

**Note:** If transmission is **NOT** successful, make sure the cords are plugged in correctly and press **Retry**.

If results still fail to transmit, press **Cancel** and immediately contact your regional supervisor.
5. Select **Utilities** from the Main Menu.

6. Next select **Power Options** then **Power Down**.

7. Next select **Confirm**. If a System Shutdown screen appears press **Shutdown**.

---

**Step 5 – Finalize and Return**

1. Break the security seals on the memory card doors located on the front of the precinct scanner.
2. Open both memory card doors. Push in on each memory card to reject it.
3. Remove **both memory cards** from the precinct scanner and place them inside the Memory Card Envelope.

4. Make sure both copies of the results tapes are signed.

5. Place the *(1st)* copy **attached to the zero tape** inside the envelope stapled in the inside cover of the precinct register cover.

6. Place the *(2nd)* results copy and transmittal tape inside the Memory Card Envelope with the memory cards. Seal the envelope.

7. Follow the Closing Job Card instructions or other instructions provided by your election supervisor for returning your equipment.

8. If returning by mail, make sure all labels are attached and that the return address of the Division of Elections office is visible.