

VOTING EQUIPMENT | TROUBLESHOOTING GUIDE

Thank you for your service and commitment to Cuyahoga County elections as an Election Day Worker. Your hard work and dedication during each election is critical to a successful Election Day.

The training you receive will equip you with the necessary skills to provide voters with a satisfactory voting experience. Your professionalism, knowledge, and pleasant interactions with each voter is what makes their voting experience great.

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1.1 BALLOT SCANNER | LOADING PAPER ROLL



These steps **must** be completed on each Ballot Scanner Tuesday morning before plugging in the Ballot Scanners.

Open Printer Door

1) Remove lid seals & **Open lid**



2) Pull open **outer door**.

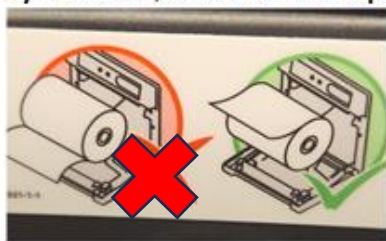


3) Gently lift on **inner door**.



Load Paper Roll

4) Insert roll, feed **over the top**



5) Verify roll feed, **over the top**



6) Hold paper at **top & center**



Close Printer Door

7) Close the **inner door (don't pinch the edges of the paper)**



8) Slide up **inner door** to close the gap above the door



9) Place a piece of **blue painter's tape** over the door.



10) Close the **outer door**



11) Place a piece of **tamper tape** over the outer door.

Record the serial number of the tamper tape onto the Ballot Scanner Security Record in box #6.



1.2 BALLOT SCANNER | EMPTY BALLOT COMPARTMENTS

Scanner Team = Two (2) Election Officials from **opposite political parties**. The following steps must be completed on all Ballot Scanners in your location at 2:00 p.m. on Election Day, or as necessary.

Empty the Ballot Compartments

Retrieve the Ballot Scanner Security Record and the Ballot Scanner Key from the Clear Plastic Envelope inside the **GREEN** Supply Bag.

Bring a **RED** Ballot Box to the Ballot Scanners

Remove the plastic seals from the Ballot Compartment and place them in the Clear Plastic Envelope.

Use the Ballot Scanner Key to unlock the Ballot Compartment. Unlatch and open the door.

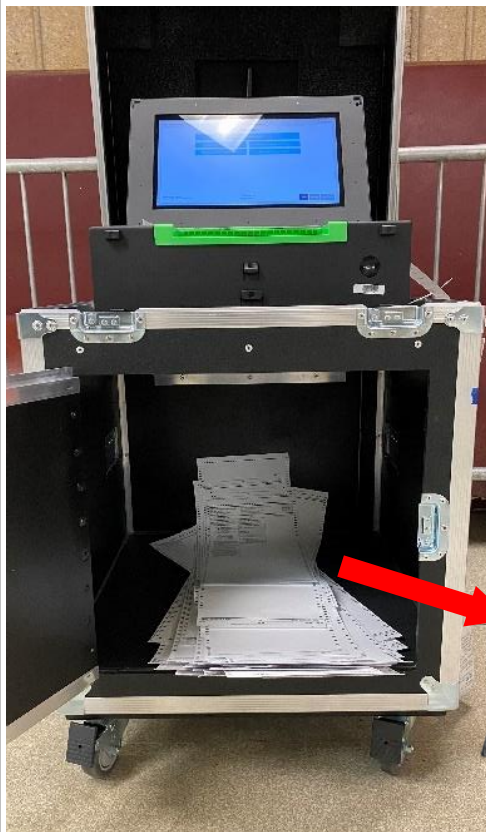
Remove **ALL** ballots from the Ballot Compartment and place them inside the **RED** Ballot Box. Confirm that no ballots have been left in the Ballot Compartment.

! All voted ballots from **ALL** Ballot Scanner Compartments must be packed inside the **RED Ballot Box**.

Close, latch and lock the Ballot Compartment Door. Place a new seal on the Ballot Compartment door and record it on the Ballot Scanner Security Record.

Do this for each of the Ballot Scanners at your location.

Return the **RED** Ballot Box to the ballot table and place a seal on the box. Record the seal on the Ballot Security Record.



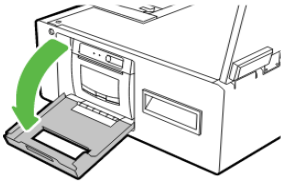
Ballot Security Record «Election_Date» «Poll_Name»				
Red Ballot Box				
Monday Night Beginning Seal	Monday Night Closing Seal	Tuesday Morning Beginning Seal	Tuesday Midday Seal	Tuesday Night Closing Seal
A.	B.	C.	D.	E.
Gray Ballot Box				
1. EUCLID-02-C				
Monday Night Beginning Seal	Monday Night Closing Seal			
A.	B.			
2. EUCLID-04-C				
Monday Night Beginning Seal	Monday Night Closing Seal			
A.	B.			

Ballot Scanner Security Record ELECTION DATE	
LOCATION NAME	
ABBREVIATION	
Monday Night Recordings	
Ballot Box Lid Left Side (DO NOT REMOVE)	Ballot Box Lid Right Side (DO NOT REMOVE)
1. <input type="text"/>	2. <input type="text"/>
Ballot Compartment Door Monday Night Beginning Seal	Ballot Compartment Door Monday Night Closing Seal
3. <input type="text"/>	4. <input type="text"/>
Replacements (if necessary)	Replacements (if necessary)
<input type="text"/>	<input type="text"/>
Tuesday Morning Recordings	
Ballot Compartment Door	Printer Access Door
5. <input type="text"/>	6. <input type="text"/>
Display Screen	Access Panel
7. <input type="text"/>	8. <input type="text"/>
Replacements (if necessary)	Replacements (if necessary)
<input type="text"/>	<input type="text"/>
Tuesday Midday Recording	
Ballot Compartment Door	
9. <input type="text"/>	

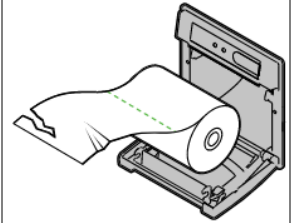
1.3 BALLOT SCANNER | TROUBLESHOOTING

PRINTER TROUBLE SHOOTING

Open the Printer Access Door.



- Open the printer and remove the paper roll.
- Remove any damaged paper from the end of the roll.
- Tighten the roll if it has become loose and return it to the printer with the printable surface facing upward.
- Close the Printer Access Door with the paper draped outside of the door.



CLEARING A PAPER JAM

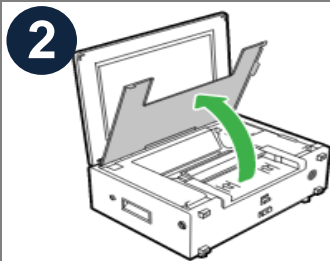
In the event of a ballot jam, an error message will appear on the screen. If the ballot was NOT counted, make sure to retrieve the ballot and not let it fall into the Ballot Scanner Compartment.

1 Your ballot was NOT counted.
There is a ballot jam in front. Ask a poll worker for help.

Accepted: 0
Accepted: 0

OK

If the unit indicates a jam in the front, open the Access Panel.



The scanner can be opened to clear the jammed ballot.



Clean the scanner as described in the "Cleaning the Scanner" section below.

4 Your ballot was NOT counted.
There is a ballot jam in back. Ask a poll worker for help.

Accepted: 4
Accepted: 4

OK

If the unit indicates a jam in the back, open the Ballot Compartment Door.

5

Check to make sure the ballots inside the Ballot Scanner Compartment are not obstructing the ballot chute.

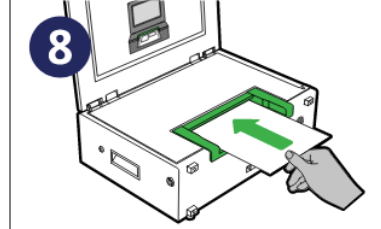
6

If no ballots are obstructing the chute, ensure the ballot is not caught inside the ballot chute itself.

7

OK

Once the jam has been cleared, select "OK" on the screen if necessary to return to the voting interface.

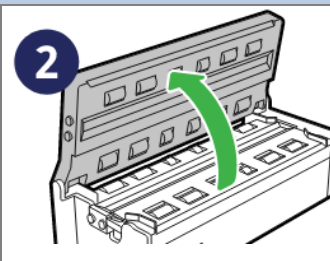


If the ballot was not counted, re-insert the ballot, and verify that it was successfully counted.

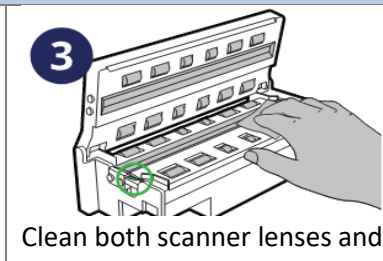
CLEANING THE SCANNER



Unlock, unseal, and open the Access Panel to access the scanner.



Lift the mirrored panel of the scanner.



Clean both scanner lenses and all rollers thoroughly with 70% isopropyl alcohol. Be careful not to damage the metal or lenses.



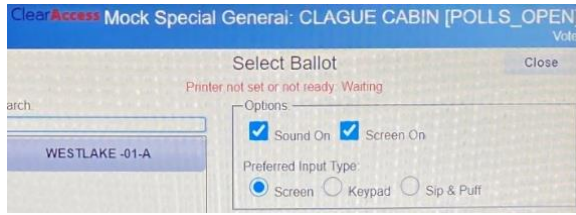
Hold the scanner open for 1-2 minutes or until the alcohol evaporates.

1.4 ADA BALLOT MARKING DEVICE | ERROR MESSAGES

Common Error Messages and Issues

ISSUE:

Computer Screen: “Printer not set or not ready: Waiting”



SOLUTION:

Check the printer for power light indicator.

Ensure printer cord is plugged into USB port on computer.

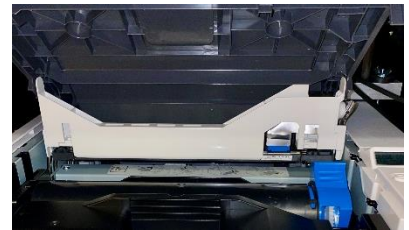
ISSUE:

Printer Error Message – “310 COVER OPEN” (Front)



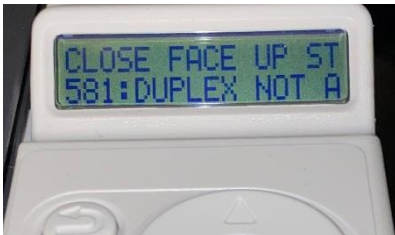
SOLUTION:

Close front cover.



ISSUE:

Printer Error Message – “581 DUPLEX NOT AVAILABLE”



SOLUTION:

Close faceup stacker at rear of the printer.



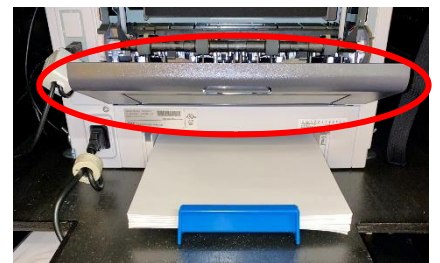
ISSUE:

Printer Error Message – “587 COVER OPEN” (rear)



SOLUTION:

Close rear cover.



ISSUE:

Printer Error Message – “OFFLINE”



SOLUTION:

Switch the printer from offline to online by pressing the online button.



1.5 ADA BALLOT MARKING DEVICE | VOTER GUIDE

Marking a Ballot with the Touchscreen



Contest Screen

Tap **Settings** for Magnification, Color and Contrast, Audio ballot playback, Visual ballot display.

Tap the box to the left of the candidate's name to make a selection, tap again to deselect your choice.

Tap the box to the left of the **Write-In** option to prompt the Write-in Screen (see below).

Tap **Review Votes** to view the Ballot Review Screen (see bottom of page).

Tap **Cancel** to Cancel the voting session.

Tap **Help** for Voting Instructions.

Review Screen

Tap a contest to return to that contest screen to vote or edit choice.

Tap to scroll down and see more contests.

Tap **Print** to print ballot.

Marking a Ballot with the Sip-and-Puff



Contest Screen

TRIPLE PUFF
Access **Settings**: Magnification, Color, Contrast, Audio ballot playback, and Visual Ballot Display

SINGLE PUFF
Go to next choice

SINGLE SIP
Return to previous choice

LONG PUFF*
Select or deselect a choice, or to access the **Write-in** Screen (below)

LONG SIP*
Access the top menu

TRIPLE SIP
Cancel the voting session

DOUBLE SIP
Go to previous contest

DOUBLE PUFF
Go to the next contest

Write-in Screen

DOUBLE PUFF
Accept letter and continue to next character

LONG PUFF*
Accept the Write-In candidate's name

Review Screen

SINGLE PUFF
Scroll forward through characters

SINGLE SIP
Scroll backward through characters

SINGLE SIP
Advance through the contest and candidate list

LONG PUFF*
Return to selected contest on the ballot

DOUBLE PUFF
Print the ballot

EZ Access Keypad

- Help screen**: +SHIFT Previous sentence
- Settings screen**: +SHIFT Next sentence
- Next contest**: +SHIFT Increase speech playback rate
- Next choice or letter**: +SHIFT Decrease volume
- Previous contest**: +SHIFT Decrease speech playback rate
- Previous choice or letter**: +SHIFT Increase volume
- Select or de-select choice or access write-in screen; accept write-in choice; return to selected contest**: +SHIFT Pause and resume speech playback
- Previous sentence**: +SHIFT
- Next sentence**: +SHIFT
- Increase speech playback rate**: +SHIFT
- Decrease speech playback rate**: +SHIFT
- Decrease volume**: +SHIFT
- Increase volume**: +SHIFT
- Pause and resume speech playback**: +SHIFT