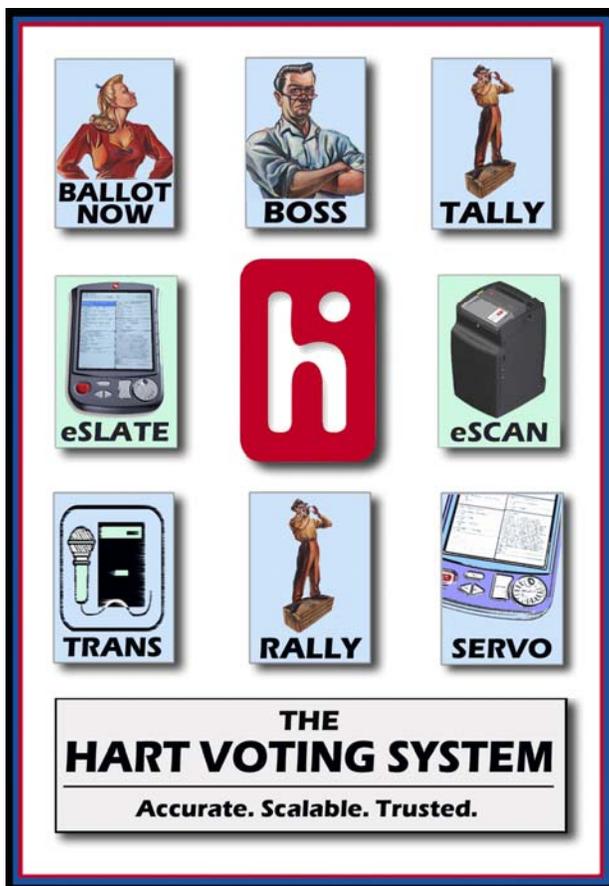

Hart Voting System Support Procedures Training Manual



Hart Voting System System Version 6.2

Hart InterCivic Quality and Information Security Policy

Hart InterCivic is committed to election integrity, customer satisfaction, and continual improvement of the hardware, software, and services provided to our customers. Continual improvement will be visible from planned and documented activities leading to fulfillment of quality and information security objectives. All products, components, and services provided to our customer shall be safe, secure, and effective for their intended use, and they shall meet or exceed the quality and reliability levels expected by the marketplace.

This commitment includes the security of the information used in the product development process. Management at Hart InterCivic will implement information security to ensure contractual requirements are met, employees are trained in information security, and that risks to information security are understood and minimized. Employees of Hart InterCivic are required to comply with information security procedures and to report any instances of known or possible information security breach.

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Product Number 6300-006 62D

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IMPORTANT SAFEGUARDS

Hart Voting System Equipment

Follow all warnings and instructions marked on the equipment and on this sheet.

1. READ INSTRUCTIONS

All of the safety and operating instructions must be read before operating this voting system.

2. RETAIN INSTRUCTIONS

These safety and operating instructions should be retained for future use.

3. CLEANING

Unplug the equipment from the wall outlet and any other equipment before cleaning. Do not use aerosol cleaners. Use a spray glass cleaner to dampen a soft cloth, and then wipe off any dirt or fingerprints. Do not spray cleaner directly on the unit.

DANGER: Never push objects of any kind into this product through openings as they may touch dangerous voltage points or short out parts that could result in fire or electric shock. Never spill or spray anything on or into the product. If liquid is spilled on the product, turn it off immediately, wipe away the liquid, and then return the unit to the local election officials for servicing.

4. ATTACHMENTS

Use only Hart InterCivic approved attachments in this voting system. Use of other attachments is unsafe.

DANGER: Do not place this product on an unstable cart, stand, tripod, bracket, or table. The product may fall, causing serious injury and serious damage to the product. Use only with a booth, cart, or stand approved by Hart InterCivic or sold with the product. A product and caddy combination must be moved with care. Quick stops, excessive force, and uneven surfaces may cause the product and caddy combination to overturn, causing serious injury.

5. WATER and MOISTURE

Do not use this product near water – for example, near a bathtub, washbowl, kitchen sink, laundry tub, in a wet basement, or near a swimming pool.

6. POWER SOURCES

Use only battery packs or 110V AC wall power as shown on the equipment. If you are not sure of the type of power supplied to a polling location, call the local power company before proceeding. Use only grounded, three prong outlets, and the power cord supplied with the equipment by Hart InterCivic. Power cords should be routed so that they are not likely to be walked on or have objects placed on them. Do not overload wall power outlets or extension cords as this may cause a fire.

7. SERVICING

CAUTION: Do not attempt to service this unit yourself. Opening the unit will result in exposure to dangerous voltages or other hazards. Only the battery and printer doors should be opened by polling place personnel. Refer all other servicing to qualified personnel only. When replacement parts are required, be sure to use only Hart InterCivic approved parts. Unplug the unit from the wall outlet and refer servicing to qualified personnel under the following conditions:

- When the power cord or plug is damaged
- If liquid has been spilled on the product
- If the product has been exposed to rain
- If the product does not operate normally after following the operating instructions

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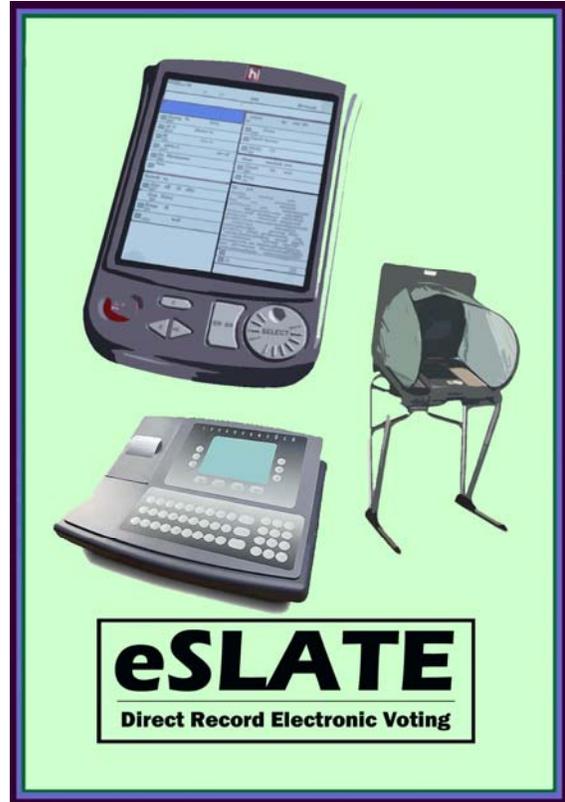
Election Labels Refer to Tab

Election Logs (Forms) Refer to Tab

Equipment Maintenance and Supplements Refer to Tab

Hart Voting System Support Procedures

Getting Started



Hart Voting System

System Version 6.2 Series

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Introduction to the Hart Voting System Support Procedures Course

In the Hart Voting System Support Procedures Course, elections officials, support personnel, and warehouse staff complete the following:

- review storage, delivery, and maintenance procedures
- set up polling place system hardware (eScan, Judge's Booth Controller, Disabled Access Unit, and eSlate with, or without, the Verifiable Ballot Option)
- perform Acceptance and Functionality Testing
- reset and prepare the hardware systems for an election
- practice maintenance and troubleshooting procedures
- apply backup procedures in SERVO

A segment of this course also provides training to Resolution Board members and/or ballot transmittal personnel.

This Document

This training manual is designed to guide operator training. Each section is intended to be its own stand-alone document. Included at the end of this training manual is the *SERVO Operations Manual*, as well as operations manuals for the polling place equipment and specific maintenance references. This training manual is meant for both initial training with Hart InterCivic training specialists and as a reference once initial training is complete.

 Throughout this document this bullet is used to indicate a cross-reference.



This symbol is used to indicate a caution or warning.

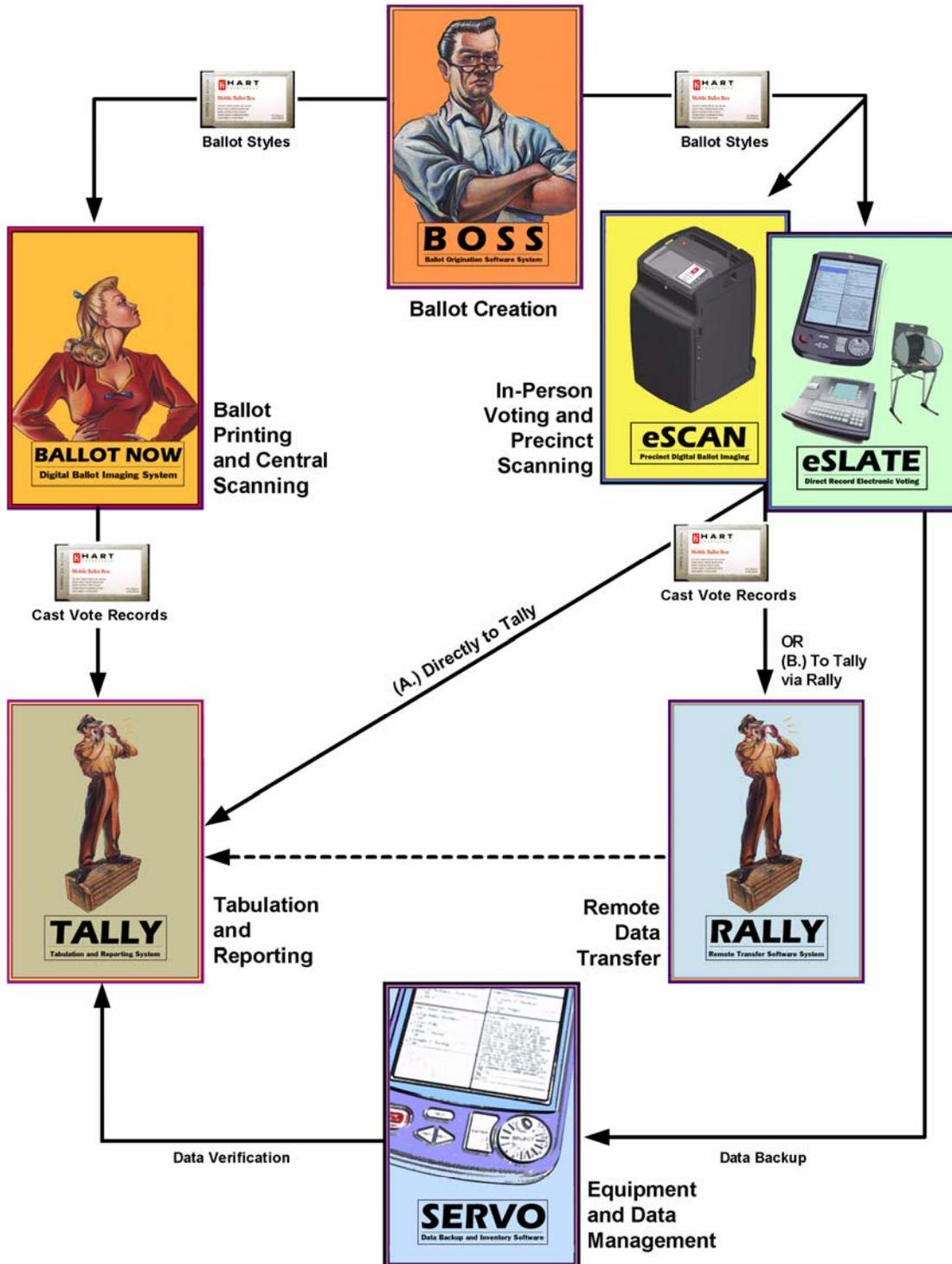
Course Objectives

Through the Hart Voting System Support Procedures Course, trainees will learn the procedures necessary to support a successful election with the Hart Voting System, with special attention to skills required to successfully support the use of the polling place components: the eScan, Judge's Booth Controller (JBC), the eSlate (with or without the Verifiable Ballot Option), and the Disabled Access Unit (DAU eSlate).

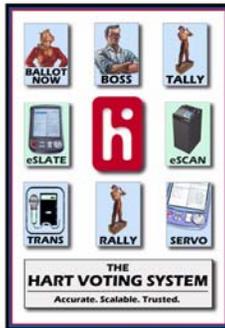


Since the *Hart Voting System Support Procedures Training Manual* supports all Hart Voting System products, not all of the procedures in this document apply to all implementations. You must identify applicable procedures for the voting devices implemented.

Hart Voting System Data Flowchart



Hart Voting System Security Features

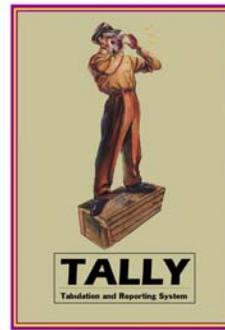


SECURITY FEATURES

- Critical data is encrypted
- An eCM is required for crucial functions
- Two-factor authentication is required
 1. Something you have - an eCM
 2. Something you know - the PIN
- A matching signing key is required
- Secure Sockets Layer (SSL) certificates are applied whenever communications between applications occurs
- User actions are logged in persistent audit trails
- Passwords are never stored "in the clear"
- There are no covert channels of access



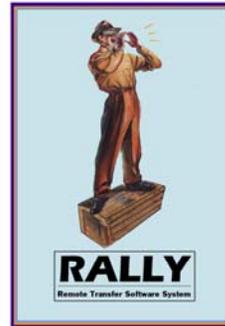
- eCM required to accept generated ballot
- Signing key written to MBB



- eCM required to read first MBB per session
- SSL certificate required to communicate with Rally



- eCM required to read or close MBB
- SSL certificate required for client-server communication



- eCM required to read first MBB per session
- SSL certificate required to communicate with Tally

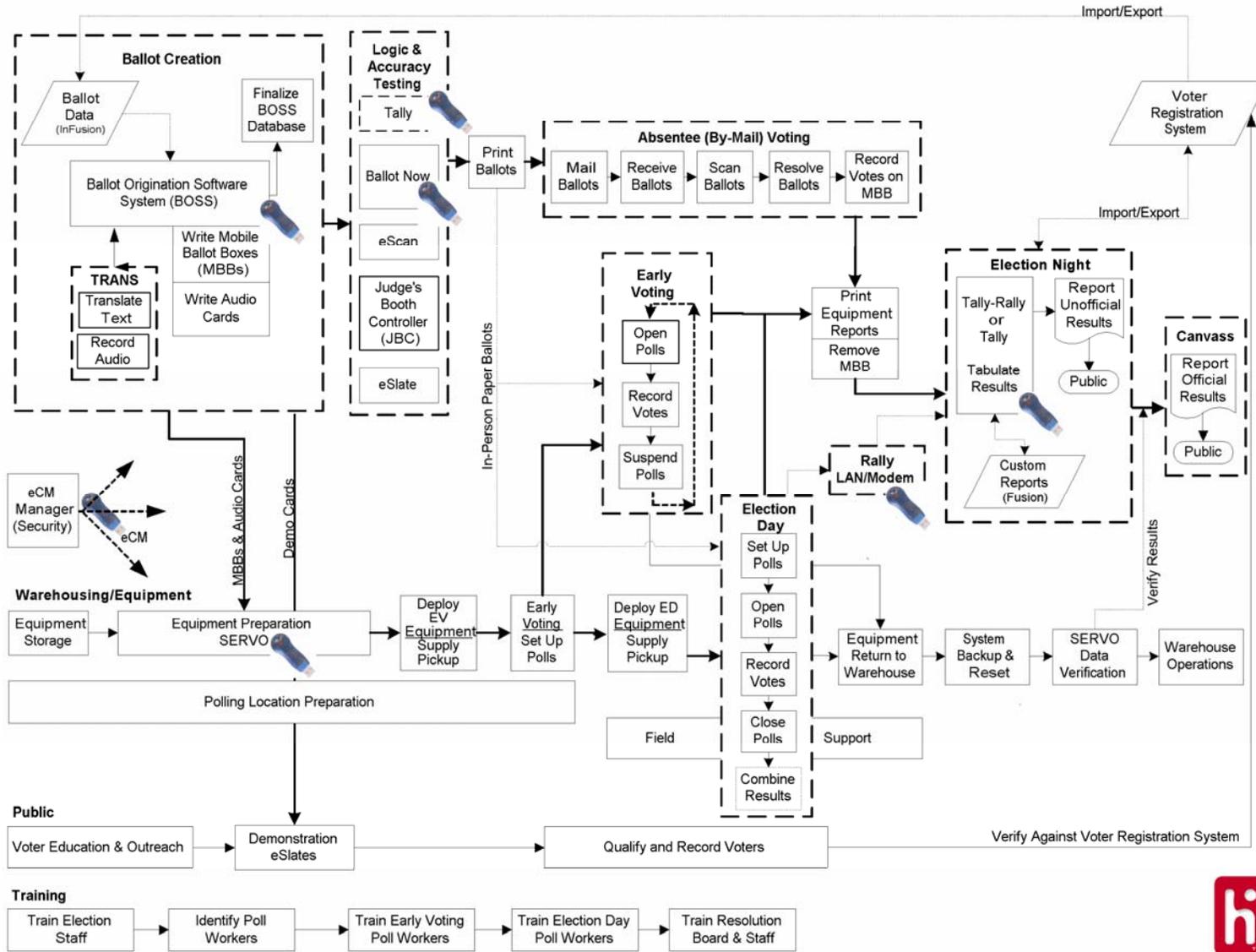


- Signing key from JBC and eScan must match MBB
- Start-up, Open Polls, Close Polls, and Admin passwords required



- eCM required to:
- Transfer signing key to each JBC and eScan
 - Create Event
 - Create Recount MBB
 - Create Recovery MBB

Hart Voting System Workflow



Notes

Notes:

Storage, Delivery and Maintenance Procedures



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Introduction

The Hart Voting System polling place components can be stored in several variations; the procedures presented here are an effective layout that makes accessing the system components easy.

The eSlate booths are lightweight and designed as storage containers for the eSlate. Each eSlate booth contains an eSlate, the necessary connectors, and a storage area for the connectors. The legs are located on the bottom of the booth to allow for setup of the units without opening the booth. The booth serves as a storage case for the eSlate in your facility, a protective carrier for shipping to the polls, and a privacy booth at the polls. The eSlate booth may also include the Verifiable Ballot Option printer.

Storage racks, or “caddies” are available for eSlate booth storage, and procedures for using these caddies are presented here also.

Judge’s Booth Controller devices come with storage boxes.

eScan booths are standard paper-ballot voting booths.

eScan devices come with storage boxes, and the eScan sits atop an eScan Ballot Box for election events. The eScan Ballot Box has a locking cover, so it can also be used for eScan storage.

Equipment Specifications

eSlate Specifications			
Height	2.75 inches	Weight	5.2 pounds
Width	10.40 inches	Weight with batteries	7.7 pounds
Depth	15.75 inches	Display	600 x 800 SVGA LCD
CPU Operating System	Precise MQX	Screen size	12"
JBC Specifications			
Height	5.30 inches	Weight	6.9 pounds
Width	15.25 inches	Weight with batteries	12.3 pounds
Depth	13.25 inches	Display	320 X 240 LCD
eSlate Booth (folded, stored) Specifications			
Weight	28 pounds with eSlate and battery pack; 40 pounds with above items, VBO, and all VBO attachments		
Height	6.50 inches		
Width	25.75 inches		
Depth	25.75 inches		
eScan Specifications			
Height	4.07 inches	Weight	10.5 pounds
Width	17.00 inches	AC power supply	1.75 pounds
Depth	14.75 inches		
eScan Ballot Box Specifications			
Height	44 inches	Weight	72 pounds
Width	27 inches		
Depth	22 inches		
JBC and eScan Paper Specifications			
Weight	14-pound		
Thickness	2.0 mm		
Length	25 m per roll		
Verifiable Ballot Option Specifications			
Height	4.33 inches	Weight	3.25 pounds without paper roll or batteries
Width	5.68 inches	Paper Roll	1.25 pounds
Depth	13.62 inches	6 AA Batteries	0.6 ounces
Viewing Area	4 x 6 inches	AC power supply	6.5 ounces
Verifiable Ballot Option Paper Specifications			
Weight	12.9-pound	14.7-pound	
Thickness	2.0 mm	2.4 mm	
Length	305 feet per roll	250 feet per roll	

Equipment Environmental Standards

Equipment Environmental Standards			
Components and Peripheral Equipment	Specifications	Operating	Storage and Transportation
eSlate	Temperature	40 to 100 °F	-15 to 150 °F
	Humidity	0 to 95 percent relative humidity, non-condensing	Per MIL-STD-810
	Vibration	Per MIL-STD-810	Per MIL-STD-810
	Drop Height	Per MIL-STD-810	Per MIL-STD-810
	Power Requirement	120 VAC, 60 Hz Fuse – 250 V, 2 A	
JBC	Temperature	40 to 100 °F	-15 to 150 °F
	Humidity	0 to 95 percent relative humidity, non-condensing	Per MIL-STD-810
	Vibration	Per MIL-STD-810	Per MIL-STD-810
	Drop Height	Per MIL-STD-810	Per MIL-STD-810
	Power Requirement	120 VAC, 60Hz Fuse – 250 V, 2A	
eScan	Temperature	10 to 35 °C	-20 to 60 °C
	Humidity	20 to 80% RH non-condensing	5% to 95% RH non-condensing
	Power Requirement	24 VDC @ 100 W External power supplies: 115 VAC, 2-3 Amps	

Storage Procedures

Create a spreadsheet that shows registered voters by precinct and precincts assigned per polling place. This helps to determine the equipment requirements for each polling place. The use of the term “Precinct” to also define an Election Day polling place varies by jurisdiction. Also, requirements vary by state in regard to machine allocation versus voter registration. Each polling place needs one JBC for up to 12 eSlates that are assigned.

You should maintain the polling place components in precinct sequence if at all possible. While the eScan, JBC, and eSlate do not require this, it is much easier to allocate and access units stored in this manner since most assignments to the system are done by precinct.

Each eSlate booth is approximately 25.75” wide x 25.75” deep x 6.50” tall. Each unit weighs about 26 pounds without batteries. Each has a handle to make transporting a booth easy within your facility or to the polls. The storage box for the JBC is about 26” long x 25” wide x 9 ¼” deep. Use an eSlate booth “caddy”, standard pallet, shelving system, or rack to keep the units off the floor. The footprint of a caddy is approximately 30” square.



eSlate booths cannot withstand the weight of stacking. *Do not* stack the eSlate booths.

Place storage racks (caddies) in straight rows in either direction, front-to-back or side-to-side within the facility. If there is space in the facility, leave space in between caddies to allow a person access to the port side of the booths and possible access with a pallet jack or hand truck (Fig. A). If this is not possible, you may want to lay out caddies front-to-front, allowing access to the back and sides only (Fig B). The back of booths should be accessible for access to the eSlate serial port. If caddies are loaded with the booth handles and legs all facing the same direction all booth ports will be accessible and oriented the same.

Fig. A

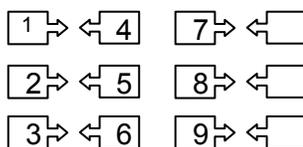
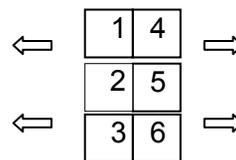


Fig. B



At this time you need your spreadsheet showing allocation of equipment to polling places. The easiest layout is to begin with the first precinct/polling place first and increment until you have all precincts/polling places accounted for. If you need one JBC and six eSlates in Polling Place #1, load the eSlates on the caddy designated for Polling Place #1. Load the JBC and other items sent to polling places together on a pallet or other type of transfer container. Include items such as a transfer case, cell phones, signs, tape, pens, and other items that are not dated. Continue this process until all polling places are completed. One way to identify polling place locations within the facility is by painting the numbers on the floor to insure the proper placement when the polling place equipment is being moved.

☞ Refer to “Booth Caddy Load/Unload Procedures” on page 17.

The Verifiable Ballot Option (VBO) paper purchased through Hart InterCivic has a shelf life of seven years after it has been imaged. The manufacturer recommends that it be imaged within three years of the manufacturing date. Store the paper at temperatures below 77 °F with relative humidity of 45 – 65%. Do not expose to direct light.

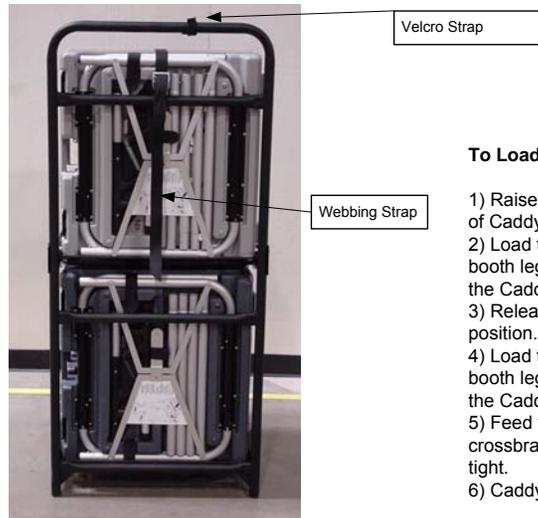
The storage facility should have at least one workstation with AC power available for functionality testing, resetting, backing up equipment with SERVO, etc. A set of one JBC and 12 eSlates requires approximately 5 ½ amps (AC) to operate, so the use of standard 15 amp circuits will be adequate. If extension cords are necessary when testing the system or setting up for an election, be aware that pulling cords throughout your facility may be time consuming or inconvenient. Accordingly, the use of drop cords that contain multiple outlets is highly recommended, as this allows several polling place sets to be serviced at one time while minimizing the number of cords pulled throughout the facility. Conveyor belts or hand trucks can be used to transport equipment from storage to workstations.

Delivery Procedures

After all testing has been finalized, begin preparing the system for delivery to the polls. The procedures to move the voting system vary by jurisdiction, so the need to organize the process is essential.

- It is very useful to work with other staff members to create a survey to be mailed to your polling locations far in advance of the election. Ascertain basic information such as availability of AC power, tables and chairs, phone, access during voting hours.
- Create a checklist of polling places and ALL items that are to be shipped to minimize shortage calls on Election Day.
- If you use a moving company to deliver your voting system, arrangements must be made in advance.
- Keep in mind that AC power must be available at the polls and you may need extension cords and/or 2-prong adaptors for some polling places.
- Provide the mover with the list of polling locations and the equipment assigned to each.
- If there are locations with special delivery requirements, let the mover know in advance.
- If you have assigned the equipment as suggested previously, you should have everything needed for a polling place on one pallet.
- It is very helpful to have a spreadsheet showing the equipment numbers and the polling places to which they are assigned (Equipment serial number is located on the bottom of all units).
- Keep logs of voting devices sent to each polling place. Track by device serial numbers. Also log the wire seal serial number for each device.
- Keep your facility organized. Move polling place equipment to loading area in the reverse order it comes off the truck; first on, last off.

Booth Caddy Load/Unload Procedures



To Load Eight eSlate Booths onto Booth Caddy I:

- 1) Raise the upper shelf and secure it in the raised position with the Velcro™ strap (on top crossbrace of Caddy backframe).
- 2) Load the lower shelf first, starting next to the Caddy backframe. The preferred position is with the booth leg side toward the Caddy backframe and the booth data port accessible from the left side of the Caddy (booth handle to the right). *Turn all booths in the same direction.*
- 3) Release the Velcro strap holding the upper shelf and rotate the shelf down to the horizontal position.
- 4) Load the upper shelf with booths, starting next to the backframe. The preferred position is with the booth leg side toward the Caddy backframe and the booth data port accessible from the same side of the Caddy as the booths on the lower shelf. Turn all booths in the same direction.
- 5) Feed the webbing strap from under the lower shelf, up in front of the lower booths, over the crossbrace on the upper shelf, over the upper booths, and secure with the buckle. Pull webbing strap tight.
- 6) Caddy is ready to move with hand truck or pallet lift.

In the case of less than a full load (fewer than eight booths):

- 1) *Even number of booths.* Load an equal number of booths on the lower and upper shelves. Feed the webbing strap around the crossbar in front of the last booth on the upper shelf.
- 2) *Odd number of booths.* Load one more booth on the lower shelf than on the upper shelf. Feed the webbing strap around the crossbar in front of the last booth on the upper shelf.



To Unload eSlate Booths from Booth Caddy I:

- 1) Loosen the webbing strap slowly while insuring that booths remain secure in their upright position. Release the webbing strap from the buckle.
- 2) Unload the upper shelf.
- 3) Raise the upper shelf and secure it in the raised position with the Velcro strap (on top crossbrace of Caddy backframe).
- 4) Unload the lower shelf.
- 5) Secure the webbing strap by routing it under the lower shelf and up the back of the Caddy backframe to the buckle. Pull to remove excess slack.
- 6) Caddy is ready to move with a hand truck or pallet lift.

Booth Caddy Load/Unload Procedures

**To Load 8 eSlate Booths onto Booth Caddy II:**

- 1) Lock the Caddy wheels in place, if wheels are attached to Caddy.
- 2) Open the Caddy door by unlocking it, if necessary, and pushing the latch to the left.
- 3) Load booths on the lower level first, starting next to the Caddy frame. The preferred position is with the booth handles toward the door. *Turn all booths in the same direction.*
- 4) Load the upper level with booths, starting next to the frame. The upper level booths rest atop the lower level booths. The preferred position is with the booth handles toward the door. *Turn all booths in the same direction.*
- 5) Close the Caddy door and ensure that the latch has engaged. Lock if necessary.
- 6) Caddy is ready to move with a pallet jack, fork lift, industrial-grade hand truck, or on built-in wheels.

In the case of less than a full load (fewer than eight booths):

Even or odd number of booths. Load the lower level fully first, then load the upper level. Start loading booths next to the Caddy frame. Close the Caddy door and ensure that the latch has engaged.

To Unload eSlate Booths from Booth Caddy II:

- 1) Lock the Caddy wheels in place, if wheels are attached to Caddy.
- 2) Open the Caddy door by unlocking it, if necessary, and pushing the latch to the left.
- 3) Unload booths from the upper level.
- 4) Unload booths from the lower level.
- 5) Close the Caddy door and ensure that the latch has engaged.
- 6) Caddy is ready to move out of the way with a pallet jack, fork lift, industrial-grade hand truck, or on built-in wheels.

To Move Booth Caddy II:

- 1) Ensure that the Caddy door is closed and the latch is engaged.
 - 2a) If using a narrow-stance pallet jack or forklift, roll the forks completely into the fork guide (under the booth shelf) from any side of the Caddy.
 - 2b) If using a wide-stance pallet jack or forklift, roll the forks completely into the fork guide (under the booth shelf) from either the front (door side) or back of the Caddy.
 - 2c) If using an industrial-grade hand truck, insert the tongue fully into the fork guide (under the booth shelf) from any side of the Caddy.
 - 2d) If using built-in Caddy wheels, unlock the wheels, roll the Caddy to new location, and lock the wheels. Skip steps 3 and 4.
- 3) Lift the Caddy off of the floor and move.
- 4) Clear moving equipment from under the Caddy when finished.

Maintenance Procedures

Maintenance procedures for the JBC, eSlate, DAU eSlate, VBO, and eScan devices are minimal. Retest and record any problems detected in functionality testing and return damaged equipment to Hart InterCivic for replacement. There are only a few regularly scheduled maintenance procedures necessary:

- 1) Cleaning the equipment screens
- 2) Cleaning the VBO printer
- 3) Cleaning the eScan scanner path and ballot box
- 4) Calibrating the eScan
- 5) Checking battery levels
- 6) Performing functionality tests
- 7) Other repair, replacement, and miscellaneous maintenance procedures
- 8) PC printer, Ballot Now PC scanner, and PC peripheral maintenance

1) Cleaning the equipment screens:

Steps:	Details:
1. Spray clean cotton-based cloth with a liquid glass cleaning spray.	<p>Avoid ammonia-based formulas.</p> <p>Include a glass spray cleaner and cotton-based cloth in with the polling place supplies, and ask poll workers to clean the screens at least once daily during election events.</p> <p>☞ Refer to the Equipment Maintenance and Supplements tab for eSlate window replacement steps, should an eSlate window become severely scratched.</p>
2. Wipe the eSlate, DAU eSlate, JBC, and eScan screens clean.	

2) Cleaning the VBO printer:

Steps:	Details:
1. Remove the VBO printer from the booth.	
2. Remove the clear back cover.	
3. Using a pressurized air canister, blow the inside of the unit clean of small paper debris.	<div style="text-align: center;">  <p>Pressurized Air Canister</p> </div>

3) Cleaning the eScan scanner path and ballot box:

Steps:	Details:
<p>1. Raise the top cover to the scanner section of the eScan device.</p>	 <p style="text-align: center;">Raise Top Cover</p>
<p>2. Raise the inside cover to the scanner.</p>	 <p style="text-align: center;">Raise Inside Cover</p>
<p>3. Using a pressurized air canister, blow the scanner path clean of small paper debris.</p>	 <p style="text-align: center;">Pressurized Air Canister</p>
<p>4. Clean the transport mechanism (rollers under the inside cover) with a small soft pad.</p>	
<p>5. Unlock and open the eScan tub and remove the Ballot Box. Use a dry cloth to clear dust and debris from the Ballot Box and replace it inside the tub.</p>	

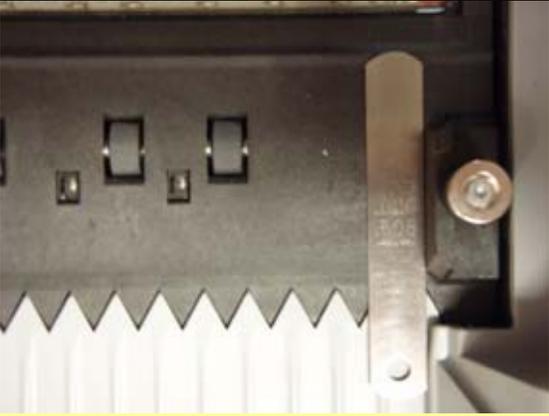
4) Calibrating the eScan:

To ensure proper ballot scanning, you may need to periodically calibrate the eScan ballot feed slot. To calibrate the eScan ballot feed slot, you need a T-10 Star Bit Screwdriver and a feeler gauges set. The following procedure shows how to measure the gap in the ballot feed slot and adjust it if it is too large or small.



Calibrate the eScan once per year at most. If you are unsure of when or why to calibrate the eScan, contact a Hart InterCivic representative.

Measuring the Side Gaps:

Steps:	Details:
<p>1. Remove the .015, .018, .020, and .022 feeler gauges from the set.</p>	 <p>.015, .018, .020, and .022 Feeler Gauges</p>
<p>2. Line the .015 feeler gauge flush against the right edge of the eScan ballot feed slot. Slide it under the scanner head. It should slide through with no resistance.</p>	 <p>.015 Feeler Gauge in Ballot Feed Slot</p>
<p>3. Repeat using the .020 feeler gauge. It should stop at the point shown in the picture on the right.</p> <p>DO NOT FORCE.</p> <p>If the gauge slides through with no resistance, the gap is too large and you must adjust the slot.</p>	 <p>.020 Feeler Gauge at Ballot Feed Slot</p>
<p>4. Repeat for the left side of the eScan ballot feed slot.</p>	<p>A correct gap measures between .015 and .020.</p>

Adjusting the Side Gaps:

If, after measuring the gap, you find it is too small (the .015 feeler gauge does not slide through), or too large (the .020 gauge slides through), adjust the gap by tightening or loosening the adjusting screws.



To avoid damage to the screws' plastic setting, do *not* apply heavy force when turning the screws.

Steps:	Details:
5. Lift the eScan scanner head.	
6. Locate the two adjusting screws on either side of the ballot feed slot.	
7. Using the T-10 Star Bit Screwdriver, turn the screws clockwise to close the gap or counter-clockwise to open it. Use one-eighth turns, as small adjustments alter the gap significantly.	 <p style="text-align: center;">Adjust eScan Screw</p>

Measuring the Middle Gap:

After measuring the side gaps and adjusting if necessary, measure the middle gap.

Steps:	Details:
<p>8. Stack the .018 and .022 feeler gauges and insert them into the middle of the ballot feed slot. If the feeler gauges do not fit through when stacked, the gap is acceptable.</p> <p> The gap in the middle of the eScan ballot feed slot must be less than .040. If the stacked feeler gauges slide through, return the eScan to Hart InterCivic.</p>	 <p style="text-align: center;">.018 and .022 Feeler Gauge in Ballot Feed Slot</p>

5) Checking JBC and eSlate battery levels:

☞ Refer to the Equipment Maintenance and Supplements tab.

6) Performing functionality tests:

☞ Refer to “Polling Place Equipment Acceptance and Functionality Test Procedures” on page 37.

7) Other repair, replacement, and miscellaneous maintenance procedures:

☞ Refer to the Equipment Maintenance and Supplements tab.

8) PC Printer, Ballot Now PC scanner, and PC peripheral maintenance:

☞ Refer to the PC manufacturer’s documentation in order to maintain printer and scanner rollers, and in order to thoroughly clean the scanner.

Notes:

System Computer and Peripheral Devices Setup



Hart Voting System System Version 6.2 Series

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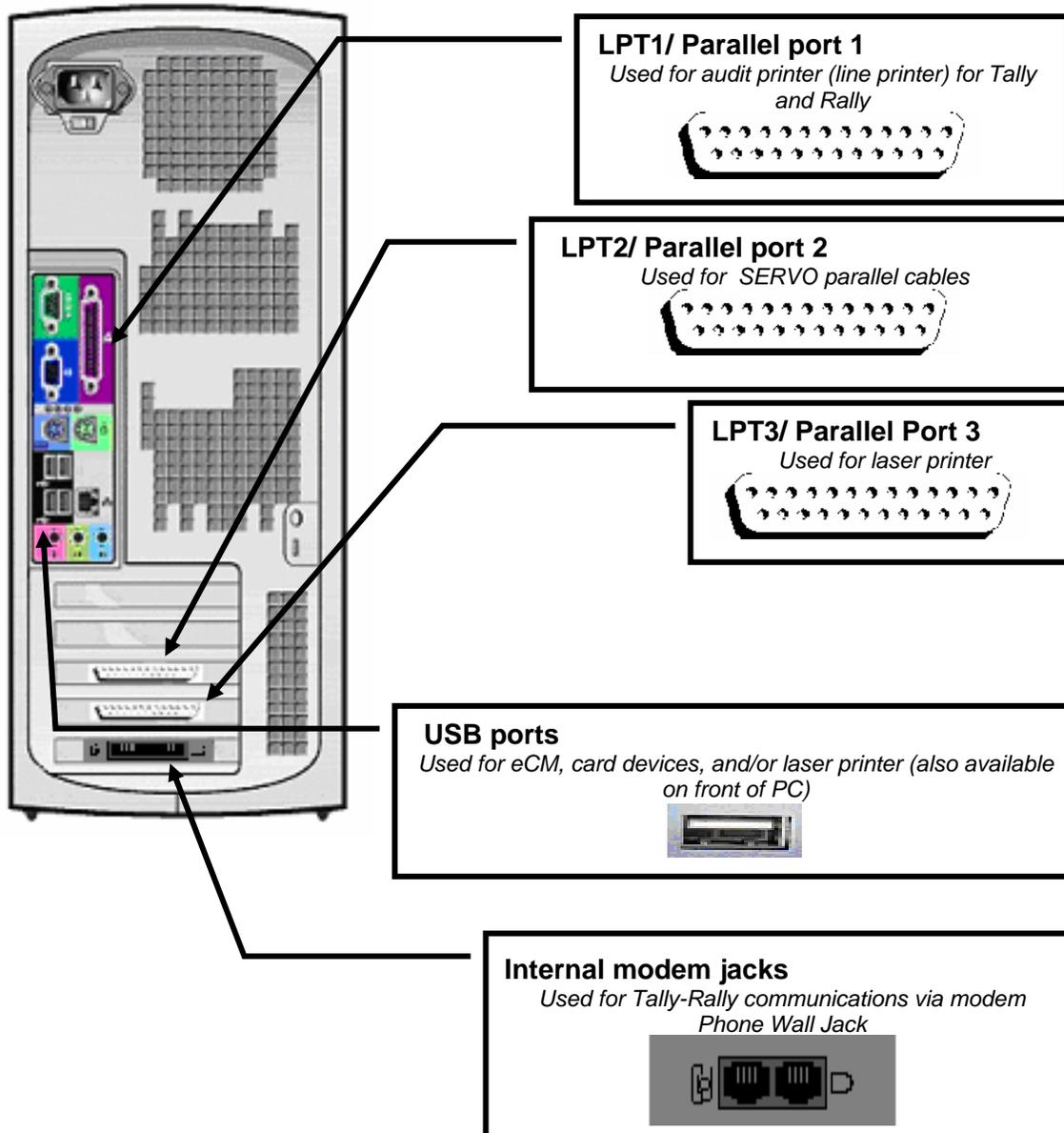
Introduction

This section contains information about the setup and configuration of eSlate system computer components. Refer to this section when moving computer equipment in order to set up the equipment correctly in a new location.

A Hart InterCivic technician sets up the computers and configures the peripherals initially. Some computer setups may have extra hardware, like modems. Always connect and turn on peripheral equipment before turning on a computer. The figures on the following pages outline typical computer and peripheral setups for the eSlate system.

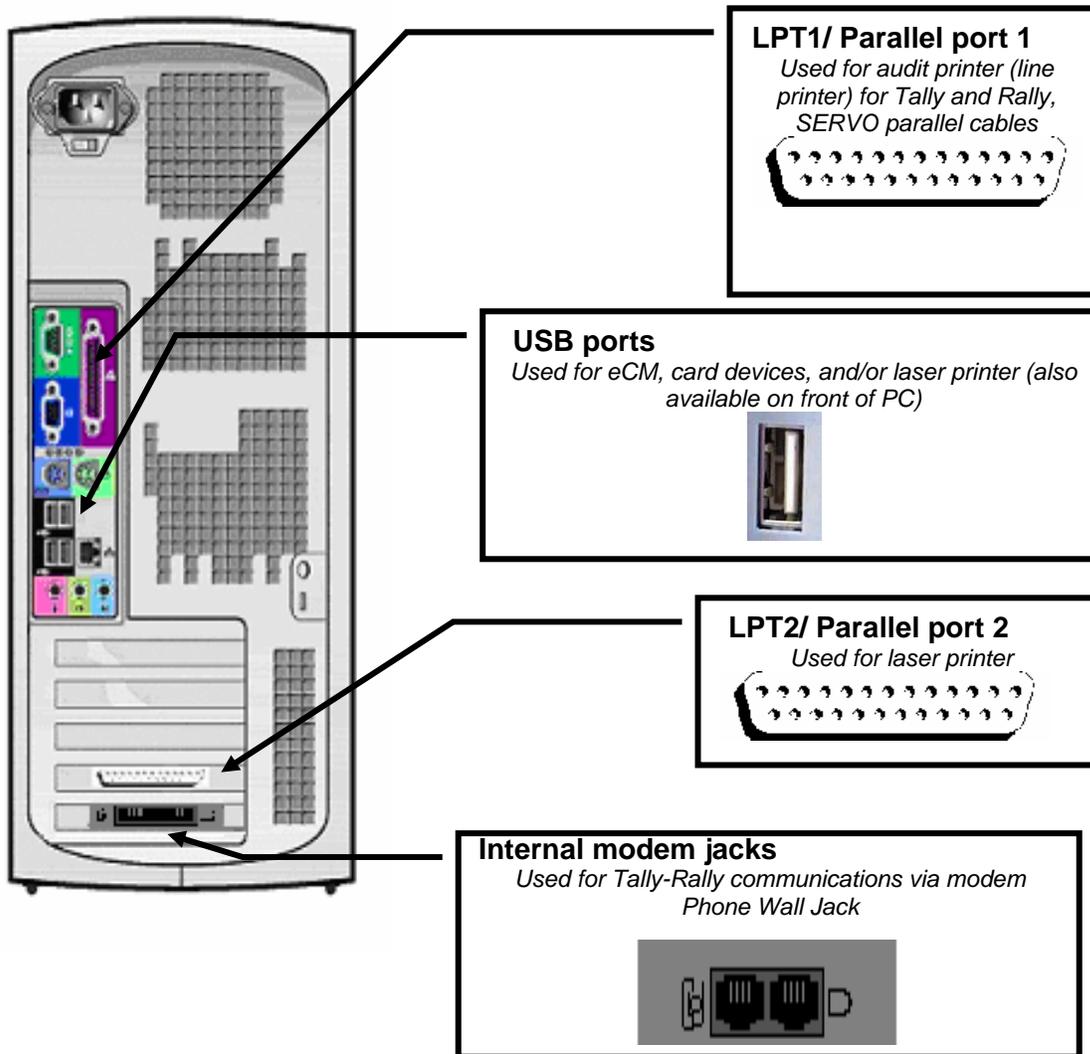
System Computer and Peripheral Devices Setup

Three Parallel Port BOSS, Tally, Rally and SERVO PC Setup



On a BOSS/Tally/Rally PC with three parallel ports, the first parallel port, or LPT1, is color-coded. LPT1 is the port closest to the top. This port is used for the audit printer (line printer) for Tally and Rally. The second parallel port, or LPT2, is the next port down. This port is used for the SERVO parallel cable (if SERVO is installed on the system). LPT3 is used for the laser printer only. Two USB ports in the back panel, and up to two more under the front faceplate, can be used for the eCM and to connect to ATA card devices and/or laser printers. There are two internal modem/phone jacks located towards the bottom of the PC back panel. These may be used for Tally-Rally communications. One jack is connected to the wall jack and the other is connected to a phone. Refer to the image to the side of each jack to verify that you are using the correct one.

Two Parallel Port BOSS, Tally, Rally and SERVO PC Setup



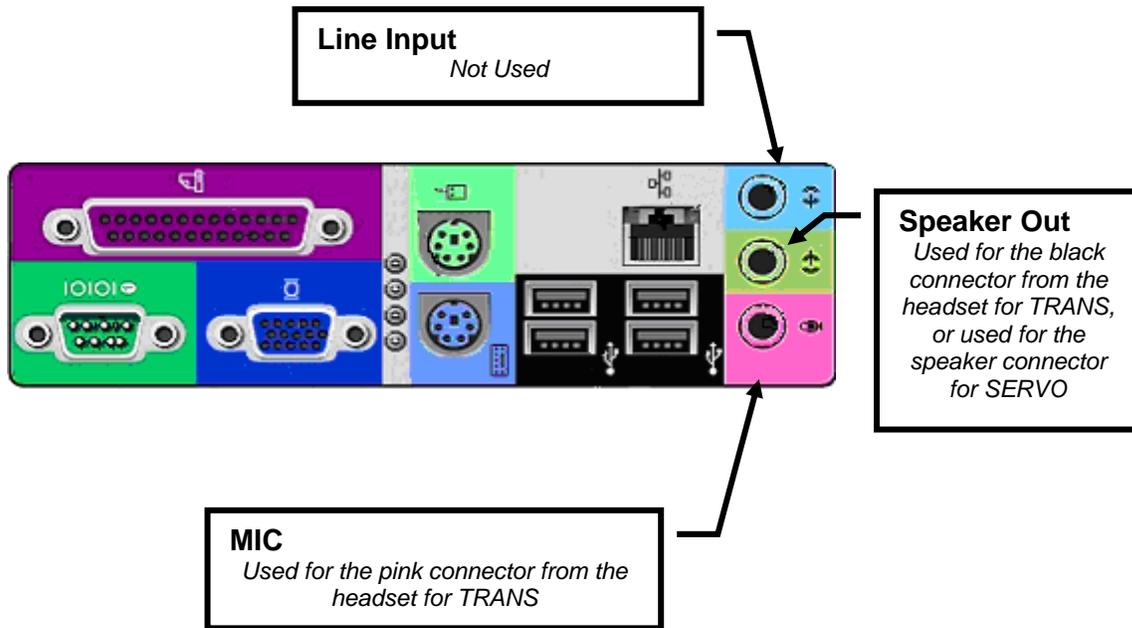
On a BOSS/Tally/Rally PC with two parallel ports, the first parallel port, or LPT1, is color-coded. LPT1 is the port closest to the top. This port is used for the audit printer (line printer) for Tally and Rally, the SERVO parallel cable (if SERVO is installed on the system). The second parallel port, or LPT2, is the next port down. This port is used for the laser printer only. Two USB ports in the back panel, and up to two more under the front faceplate, can be used for the eCM and to connect to ATA card devices and/or laser printers. There are two internal modem/phone jacks located towards the bottom of the PC back panel. These may be used for Tally-Rally communications. One jack is connected to the wall jack and the other is connected to a phone. Refer to the image to the side of each jack to verify that you are using the correct one.

Audio Connections for TRANS and SERVO

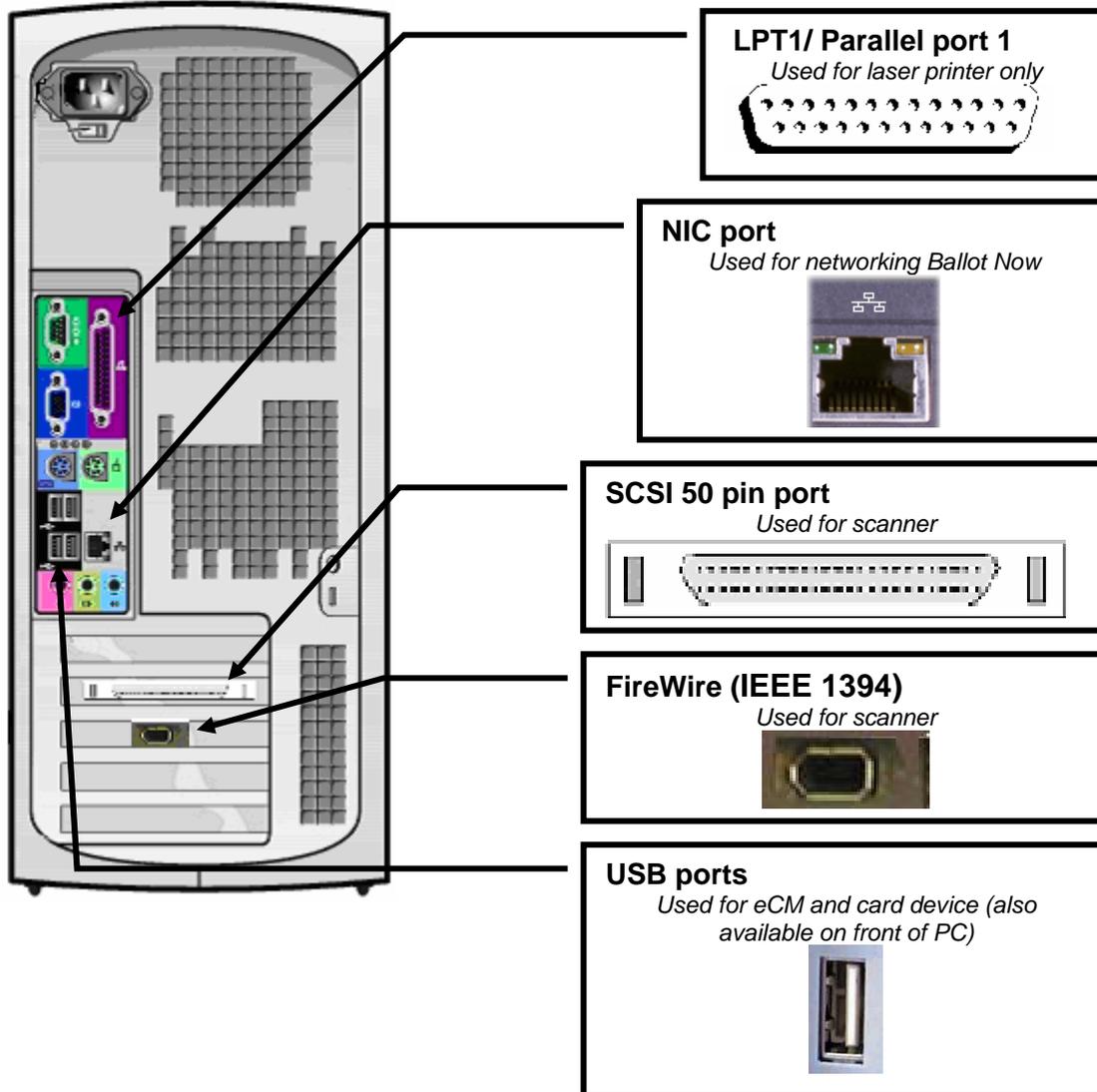
TRANS uses a headphone and microphone headset to record audio for the ballot. There are two connectors from the headset that are connected to the PC audio jacks. TRANS can be set up on any PC (it does not need to be set up on the BOSS PC). Check all Windows audio settings (Control Panel\Sounds and Multimedia\Audio) before recording.

SERVO uses a set of speakers to notify the user with an audio confirm (“ding”) when a process such as backing up a device is complete. There is only one connector from the speakers to the PC audio jacks.

Audio Hardware PC Setup



Ballot Now PC Setup

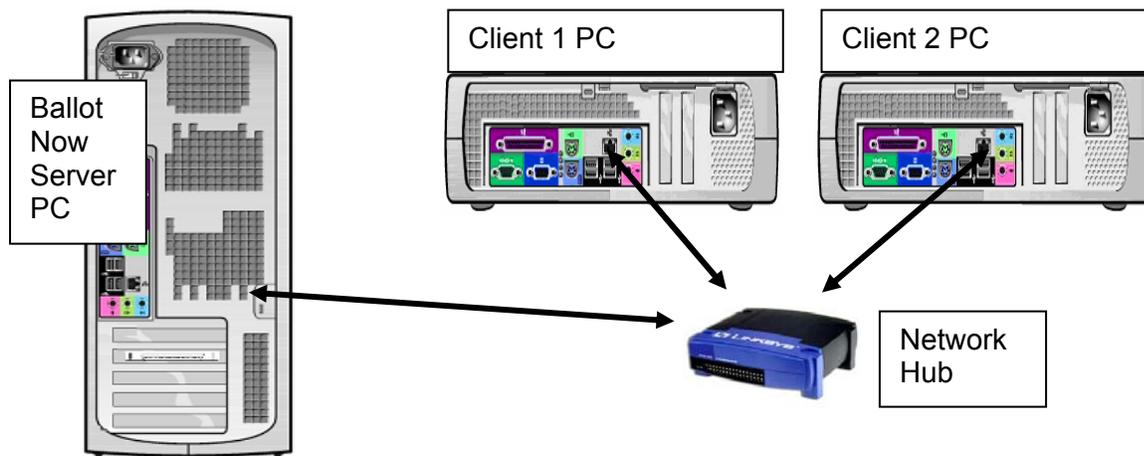


A Ballot Now PC setup has four main connectors; each is completely different than the others. The first connector is parallel port 1, or LPT1, and it is used to connect the laser printer to the PC. The next port down is an NIC (Network Interface Card) connector. This is used to network client PCs with a Ballot Now server PC. The third port down is either a SCSI (Small Computer Systems Interface) port or a FireWire (IEEE 1394) port. The scanner connects to the PC via one of these ports, depending on the scanner type. There are two SCSI ports on most scanners. Either one of the two ports on the scanner can be used. Finally, two USB ports in the back panel, and up to two more under the front faceplate, can be used for the eCM and to connect to ATA card devices. Only one card device is necessary for Ballot Now PCs. The card device connects to the Ballot Now server PC, if using a Ballot Now client-server setup.

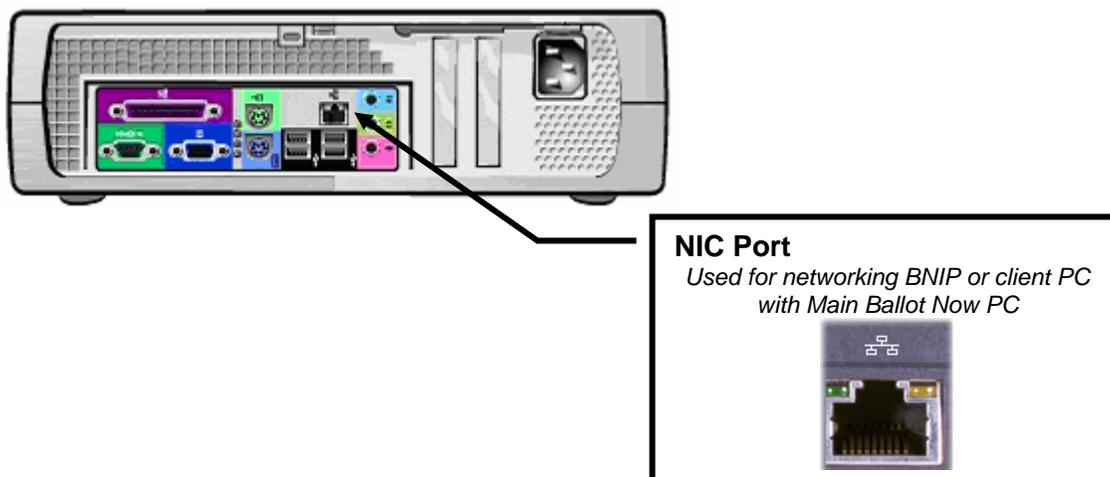
Networking Ballot Now

Networking the client PCs to the Ballot Now server PC quickens the processing of Ballot Now images. This helps the Ballot Now system keep up with the scanner. A Ballot Now setup can have a maximum of five additional PCs connected to the Ballot Now Server. All five of these can be set up as Ballot Now Clients, and two of them can also be running the Ballot Now Image Processor. For efficiency's sake, it is best to run up to two Ballot Now Image Processors in parallel, and not run the one on the Ballot Now Server. The client PCs are connected to the Ballot Now server PC through network cables. Each cable runs from the PC to the network hub. Each PC is assigned an IP address by the technician during the original configuration. Multiple Ballot Now servers and clients can be set up on the same network.

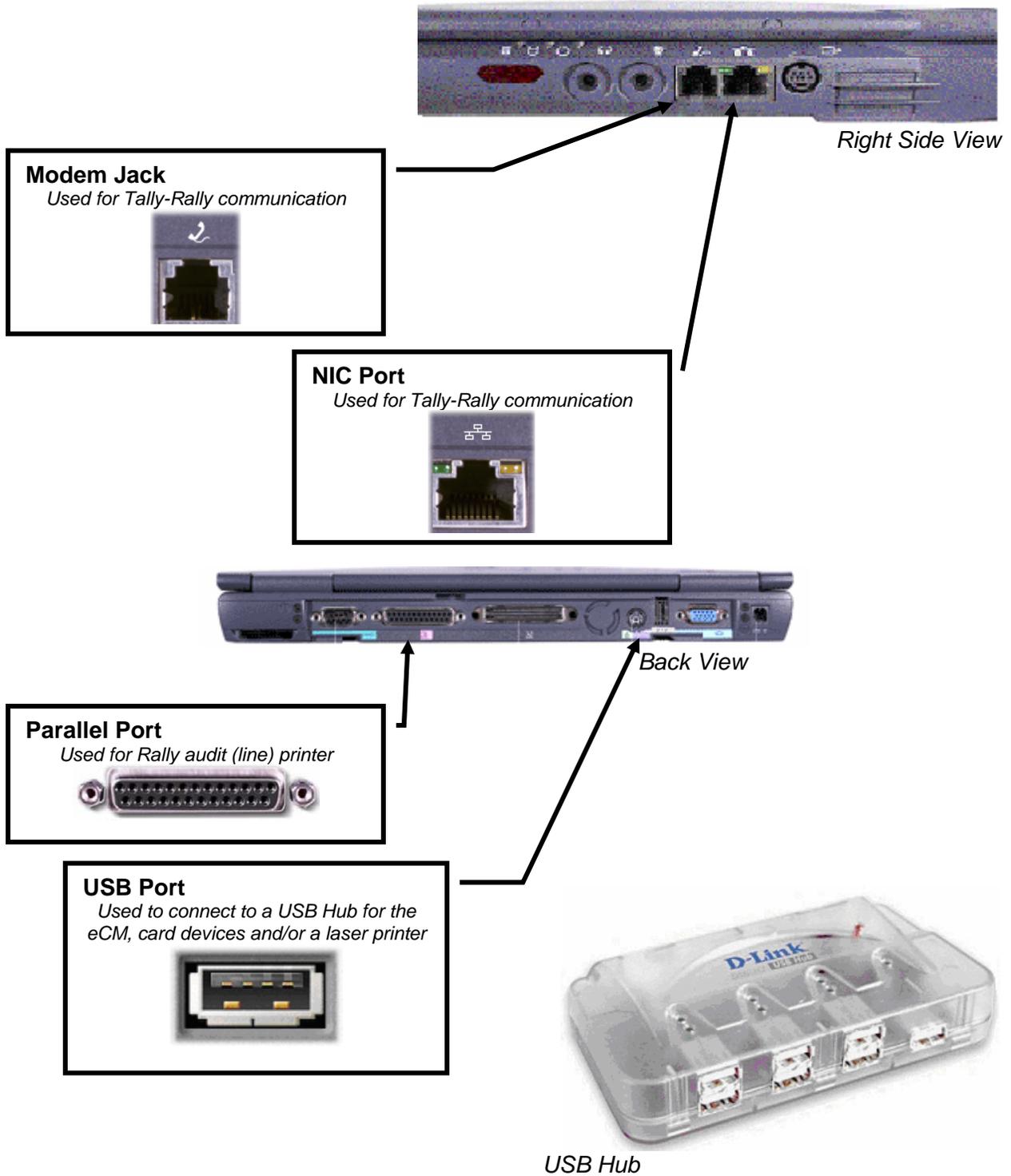
Ballot Now Client-Server Network Setup



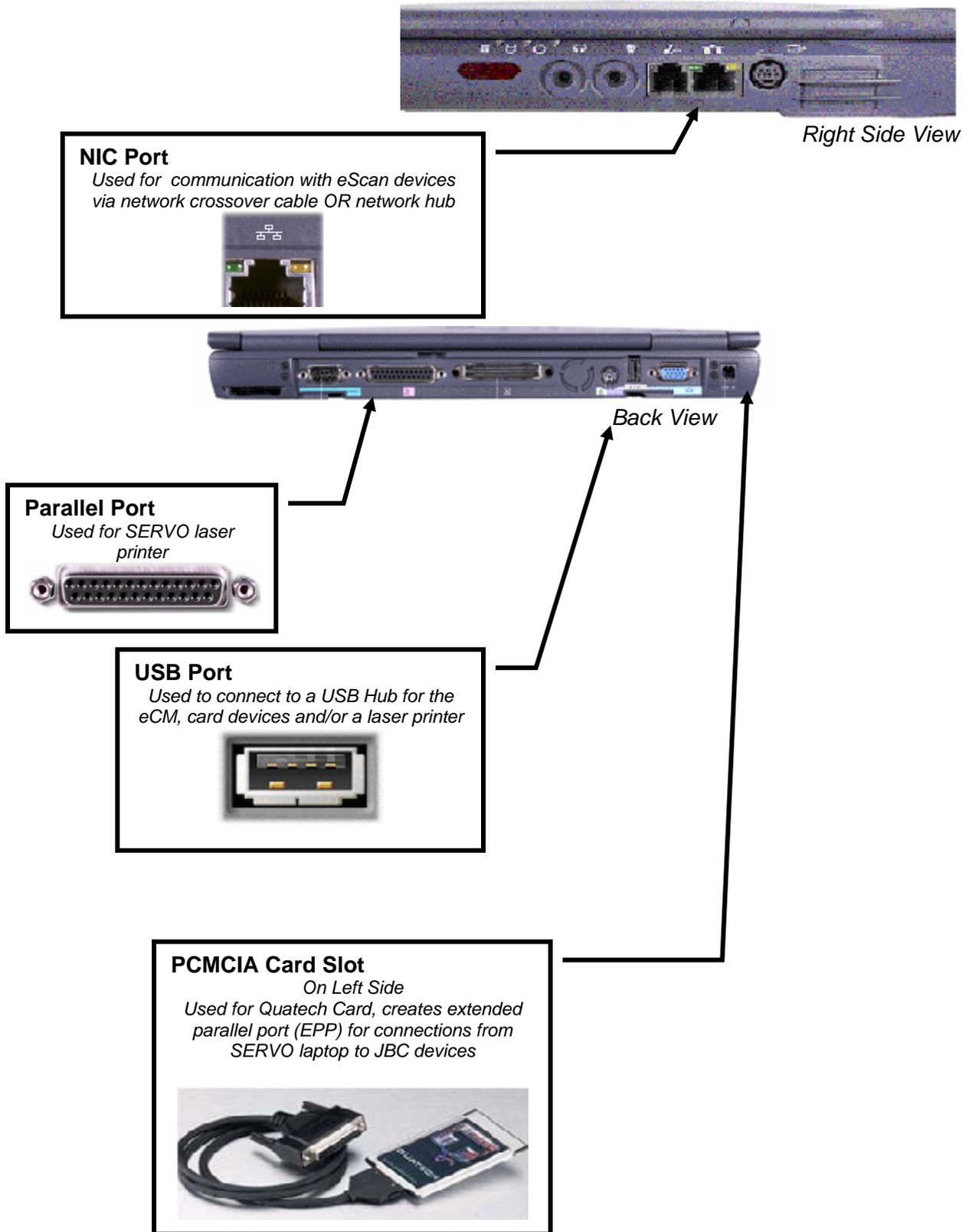
Ballot Now Client PC



Rally Laptop Computer Setup



SERVO Laptop Computer Setup



Notes

Notes:

Polling Place Equipment Acceptance and Functionality Test Procedures



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 Equipment Acceptance and Functionality Test Logs Refer to the Election Logs Tab

Introduction

The Acceptance Test is a test of the functionality of the polling place equipment when you receive it. By performing an Acceptance Test, you are verifying that the equipment is in good working order.

The Functionality Test is a test that you perform between election cycles to verify that the equipment is still operating correctly and is election-ready. Functionality Tests may be performed as often as you want. Hart recommends that you perform functionality tests a minimum of once per year. Neither of these tests is a Logic and Accuracy Test or a ballot proofreading exercise.

- ☞ Refer to the Polling Place Equipment Desk References for complete equipment operations as performed in the polling place.



Judge's Booth Controller (JBC)



eSlate



Disabled Access Unit (DAU eSlate)



Verifiable Ballot Option



eScan with Ballot Box

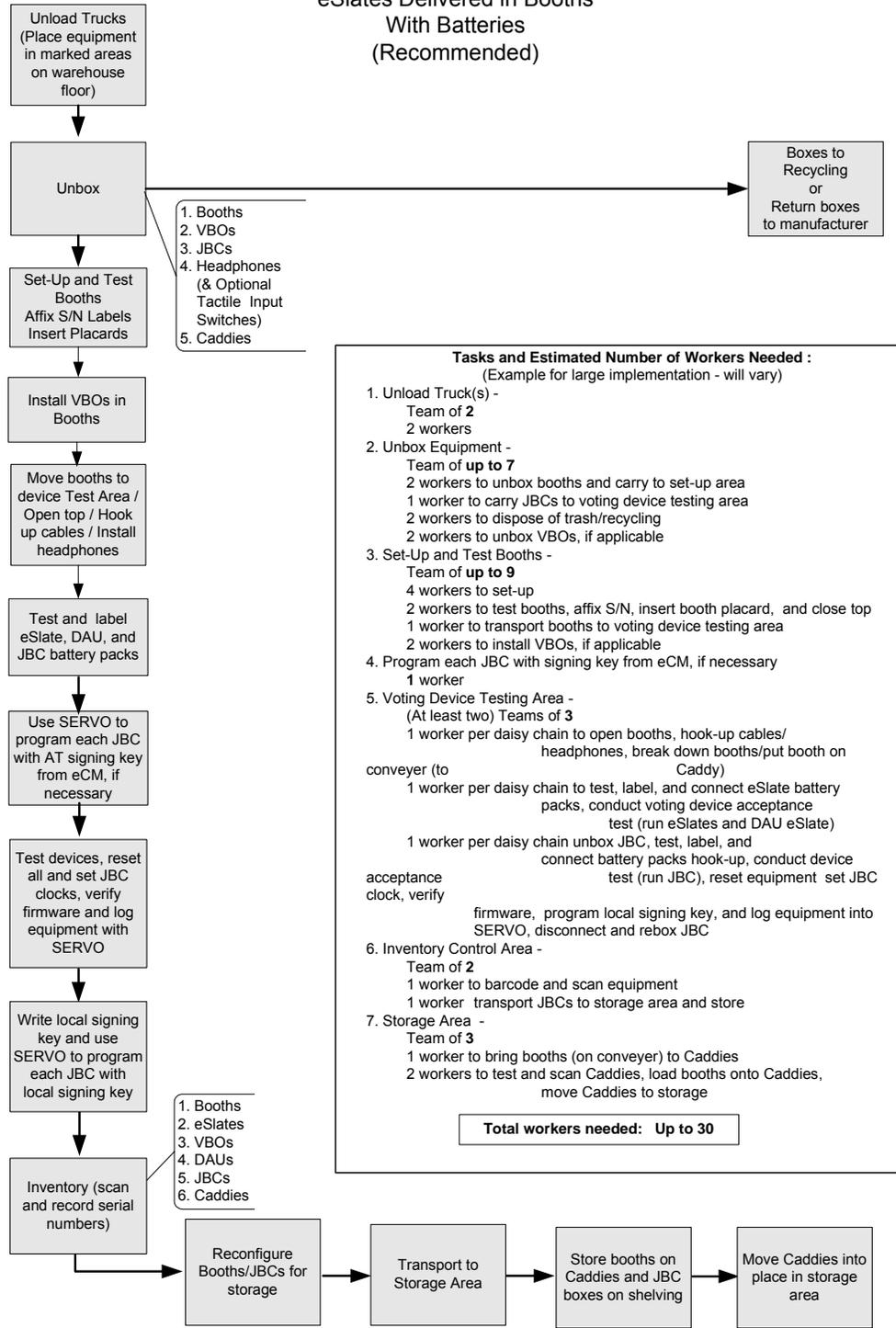
eSlate System Testing Supplies

<input checked="" type="checkbox"/>	Supplies:	Details:
<input type="checkbox"/>	1 JBC per daisy chain of eSlates	One JBC can run up to 12 eSlates (including DAU eSlates). Unless otherwise arranged, JBCs arrive with batteries installed.
<input type="checkbox"/>	eSlates in booths	Up to 12 per JBC, or 11 and one DAU eSlate. Unless otherwise arranged, eSlate units arrive in booths with batteries.
<input type="checkbox"/>	DAU eSlates in booths	eSlate with audio and adaptive switch functions. Unless otherwise arranged, DAU eSlate units arrive in booths with batteries.
<input type="checkbox"/>	1 VBO printer per eSlate or DAU eSlate	Optional, if implementing Verifiable Ballot Option
<input type="checkbox"/>	1 AC power cord for VBO printer	Optional, if implementing Verifiable Ballot Option
<input type="checkbox"/>	1 booth caddy per 8 eSlate booths	Optional, if using a “caddy” system for storage
<input type="checkbox"/>	1 Set of headphones per DAU eSlate	
<input type="checkbox"/>	1 Set of tactile input switches (jelly switches) per DAU eSlate	Optional
<input type="checkbox"/>	1 Test MBB per testing line	The MBB holds the ballot information. MBB should include both Early Voting and Election Day polling places with more than 6 precincts assigned to each, and it should be accompanied by the BOSS “Polling Place List <EV or ED> Summary” report.
<input type="checkbox"/>	1 DAU audio card per testing line	The DAU audio card is a PC card with .wav files for audio information. It can be reused for testing multiple devices.
<input type="checkbox"/>	2 Battery pack testers per testing line	
<input type="checkbox"/>	6 AA Batteries per testing line	Optional, if implementing Verifiable Ballot Option
<input type="checkbox"/>	Spare JBC/eScan printer paper rolls	If the printer roll is near its end, replace it while testing.
<input type="checkbox"/>	Spare VBO printer paper rolls	Optional, if implementing Verifiable Ballot Option
<input type="checkbox"/>	1 PC with SERVO program for verifying firmware, logging equipment and setting JBC clocks	SET PC TIME, DATE, AND TIME ZONE TO LOCAL TIME BEFORE STARTING SERVO
<input type="checkbox"/>	1 eCM with AT signing key data	If necessary, an eCM with the Acceptance Test signing key
<input type="checkbox"/>	1 eCM with local signing key data	If programming the local signing key to devices either before or after Acceptance Testing
<input type="checkbox"/>	1 Set of PC speakers for SERVO	Optional, if PC has no internal speakers
<input type="checkbox"/>	Extension cords, as necessary	
<input type="checkbox"/>	1 Surge protector/plug bar per testing line	Optional – AVOID SURGE PROTECTORS WITH ON/OFF SWITCHES
<input type="checkbox"/>	Envelopes or file system for device reports.	Optional
<input type="checkbox"/>	Shipping and inventory lists	
<input type="checkbox"/>	Functionality Documentation	☞ Refer to the Election Logs tab.

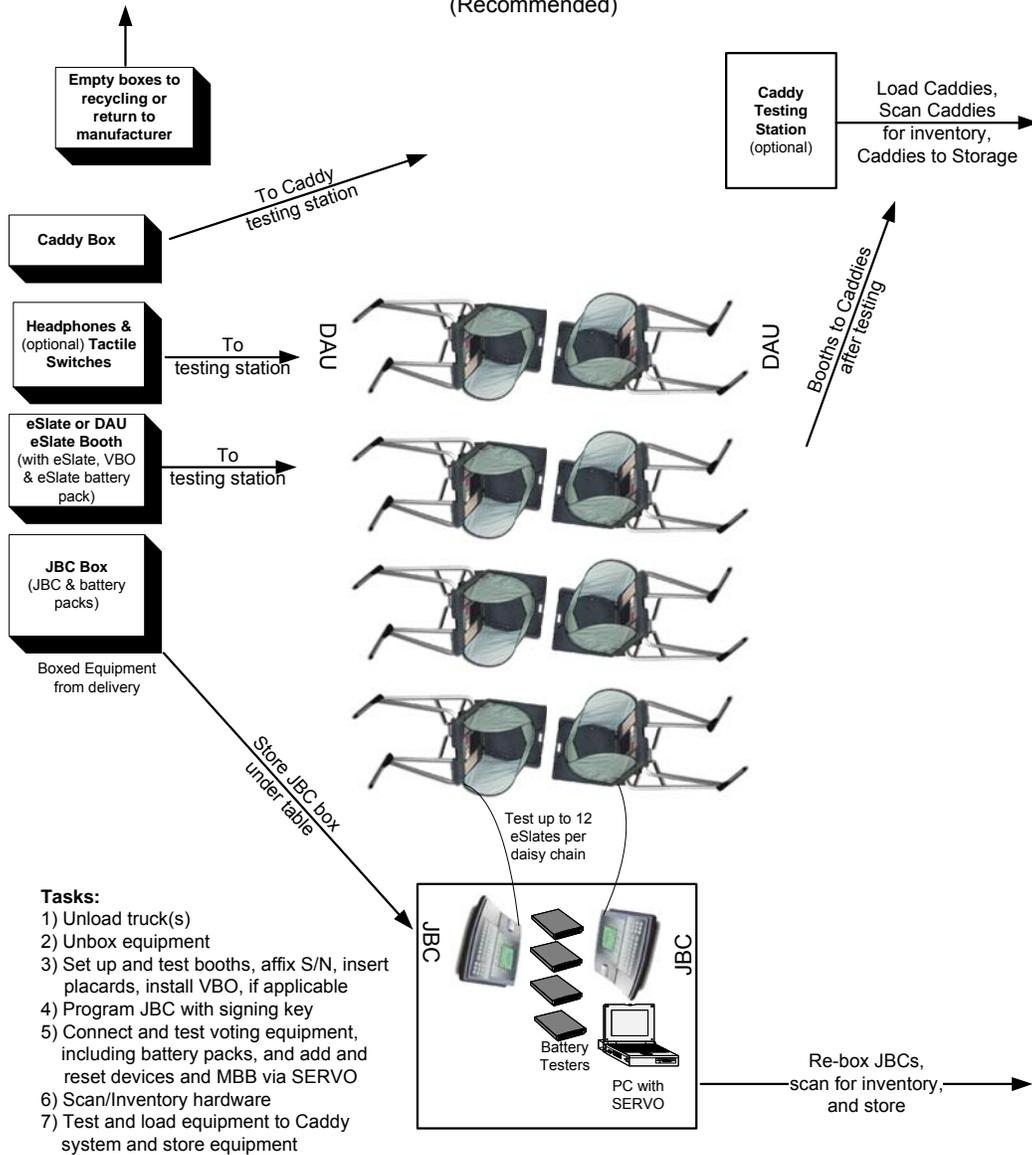
eSlate System Testing Supplies

<input checked="" type="checkbox"/>	Supplies:	Details:
<input type="checkbox"/>	Battery Level Labels for battery packs	If you are performing functionality testing on battery levels, label each battery with the date and battery level.
<input type="checkbox"/>	1 Table per work area	Testing areas must have AC power available
<input type="checkbox"/>	1 Soft pad per table	Use anywhere JBC or eSlate will be turned over on screen
<input type="checkbox"/>	"Sticky Notes" and pens for team members	Various uses
<input type="checkbox"/>	The "Polling Place List Early Voting Summary" report from BOSS.	This report is used to identify the Polling Place ID.
<input type="checkbox"/>	Booth Voter Instruction Placards	Optional – insert into booth sleeves while testing booths
<input type="checkbox"/>	eSlate Serial Numbers for booths	One self-adhesive S/N label comes with each eSlate
<input type="checkbox"/>	Bar code scanner	Optional – if supported by local inventory control process

eSlate System Acceptance Test Staffing Workflow eSlates Delivered in Booths With Batteries (Recommended)

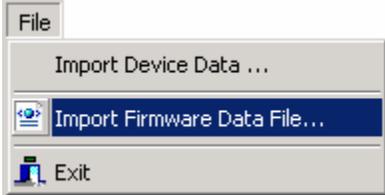
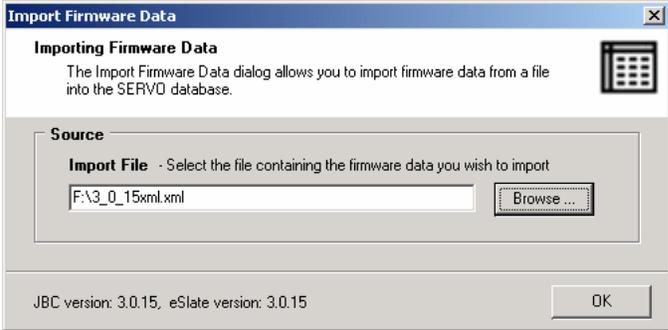


**eSlate System Acceptance and Functionality
Test Workflow**
eSlates Delivered in Booths
With Batteries
(Recommended)



eSlate System Acceptance and Functionality Test Procedures

Steps:	Details:
<p>1. Set up teams and assignments for each member within each team. Teams will vary per implementation, and they will vary depending on the task – an initial acceptance test is much more involved than later functional tests.</p>	<p>This process is simple if tasks are separated out into distinct areas and teams. Team members should also have distinct tasks within their team.</p> <p>☞ Refer to “JBC and eSlate Acceptance Test Staffing Workflow” on page 43, and “JBC and eSlate Acceptance and Functionality Test Workflow” on page 44.</p> <p>Assignments might include:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Unloading trucks <input type="checkbox"/> Unboxing equipment <input type="checkbox"/> Setting up booths and installing VBO printers <input type="checkbox"/> Testing (inspect) booths, affixing S/N, and inserting instructional placards <input type="checkbox"/> Moving booths to testing area <input type="checkbox"/> Connecting booths, setting up DAU eSlate peripherals, taking down booths <input type="checkbox"/> Testing and labeling eSlate battery packs, and testing eSlate units <input type="checkbox"/> Setting up JBC, testing JBC battery packs, and operating JBC, including SERVO <input type="checkbox"/> Adding equipment to local inventory list <input type="checkbox"/> Testing and loading booth caddies <input type="checkbox"/> Testing Demonstration eSlates at a separate station (Optional equipment)
<p>2. Set up an area where booths will be inspected, S/N labels will be affixed to booths, and instructional placards will be inserted.</p>	<p>☞ Refer to the Election Logs tab for a booth inspection checklist.</p>
<p>3. Set up an eSlate booth caddy testing area. This should be located where booths can easily be transported and stored in caddies after electronics testing.</p>	<p>eSlate booth caddies are optional booth storage equipment.</p> <p>☞ Refer to the Election Logs tab for a caddy inspection checklist.</p>

Steps:	Details:
<p>4. Set up SERVO computer in an area for testing and labeling batteries and for testing equipment.</p> <p>5. After logging in to SERVO, go to the File menu and click Import Firmware Data File...</p> 	
<p>6. Browse for the .xml file to import into SERVO for firmware verification.</p> 	
<p>7. While logged in to SERVO, insert an eCM for the election into a USB port on the PC and go to the Device menu and click Program Key.</p> 	<p>A factory signing key has been programmed to the voting devices. This signing key must match the signing key on the MBBs and Audio Cards being used in testing equipment. This signing key should only be used for initial testing.</p> <p>If necessary, program each JBC with the signing key that matches the signing key on the MBBs and Audio Cards being used in the test.</p>

Steps:	Details:
<p>8. Select the JBC radio button in the Program Key window.</p> 	<ul style="list-style-type: none"> <input type="checkbox"/> A message warns that JBC will be reset and Audit and CVR logs will be cleared. <input type="checkbox"/> The JBC serial number is displayed in the Serial Number field after it has been programmed.
<p>9. Attach a parallel cable from the parallel port on the SERVO PC to the JBC printer port in order to program the JBC with the signing key from the eCM.</p> <p> This MUST be done for EACH JBC before inserting the MBB.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> The parallel port may be LPT 1 (desktop), or it may be LPT 2 on a Quatech PC card with cable (laptop). <input type="checkbox"/> Enter the PIN when prompted after connecting the first JBC. <input type="checkbox"/> Repeat for EACH JBC.
<p>10. Set up a JBC with up to 12 eSlates (after booth testing and VBO printer installation in booths), including at least one DAU eSlate in the equipment area.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Set JBC boxes under the JBC on the table, so that units can be returned to original boxes (marked with serial numbers). <input type="checkbox"/> Check all port pins while setting up.

At each Booth:

Steps:	Details:
11. Perform booth functionality testing as per the checklist.	If booths do not include VBO printers, proceed to the next section.
12. Use VBO cut-out template to cut opening for VBO printer into left side of booth's eSlate panel, if necessary.	 Refer to the Equipment Maintenance and Supplements tab.
13. Turn over the VBO printer on a soft surface, remove the cover, attach a battery clip loaded with 6 AA batteries, and test the microswitches.	<ul style="list-style-type: none"> <input type="checkbox"/> Load the battery clip from the first few VBO printers with 6 AA batteries, hold those units to the side, and reuse the snap-on battery clips to test each VBO as it comes through. This will save time loading AA batteries into each clip. <input type="checkbox"/> Verify VBO firmware version from the VBO power up report. <input type="checkbox"/> By testing the microswitches, you are testing the batteries. If the microswitches do not work, you may need to replace the batteries.
14. Replace the VBO printer's empty battery clip.	
15. Install the VBO printer into the booth by connecting the power and data cables, inserting the bottom edge, and pressing the top edge in. Press the black button at the top of the unit to snap the VBO into place.	

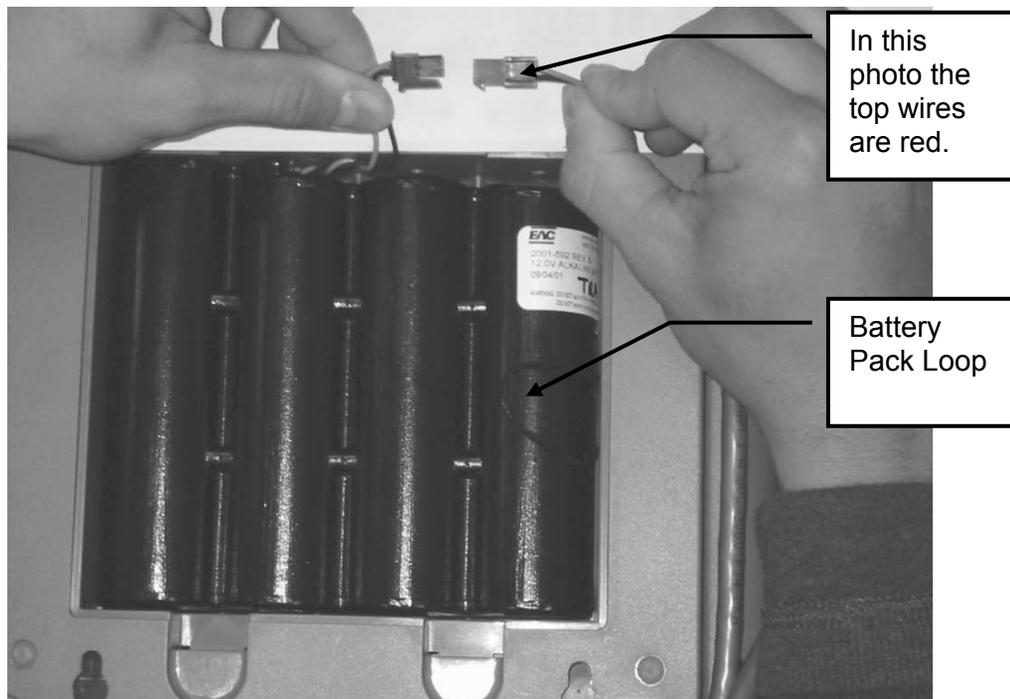


Inserting the VBO into the booth

16. Move the booth to the equipment testing area, and connect the AC power adapter to the VBO printer.	
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At each eSlate and DAU eSlate:

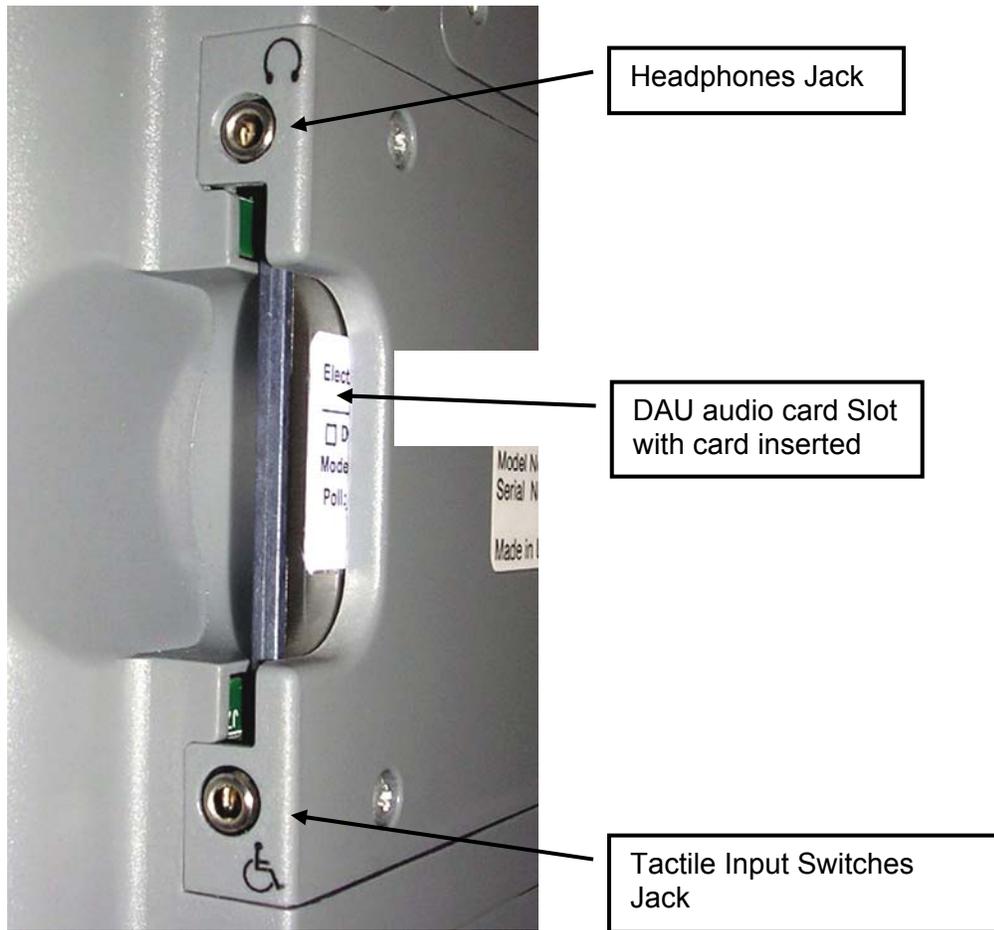
Steps:	Details:
<p>17. Turn the eSlate and DAU eSlate units over in their booths onto a soft cloth or cardboard. Test, label, and connect battery packs.</p> <p>☞ Refer to Battery Tester documentation #6000-110 under the Equipment Maintenance and Supplements tab.</p>	<ul style="list-style-type: none"> ☐ Connect the tester to the battery pack and get a reading. ☐ Place a sticker on the battery pack, noting the battery level and the date. ☐ When connecting the battery pack, make certain that the red and black wires are in line. <ul style="list-style-type: none"> ☞ Refer to the Election Labels tab for labels.



Connecting the battery pack

At each DAU eSlate:

Steps:	Details:
18. Insert the DAU audio card, headphones with volume control, and a set of tactile input switches (optional).	Battery Testing Options: <ul style="list-style-type: none"> ❑ Test any eSlate battery power supply by pressing ENTER and CAST BALLOT at the same time before the JBC is turned on. ❑ OR Check for battery power (red Battery indicator in lower right corner of screen) on the Response Test, Language, or Access Code page later.



DAU eSlate with audio card

At the JBC:

Steps:	Details:
<p>19. Turn the JBC over toward the left side on a padded surface. Test, label, and connect battery packs.</p> <p>☞ Refer to Battery Tester documentation #6000-110 under the Equipment Maintenance and Supplements tab.</p>	<p>a. Connect the tester to each battery pack and get a reading.</p> <p>b. Place a sticker on the battery packs, noting the battery level and the date.</p> <p>☞ Refer to the Election Labels tab for labels.</p>



JBC battery packs

<p>20. Insert an unvoted Test MBB into the JBC.</p>	<p>The MBB slot is on the right side of the JBC inside the security door.</p>
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MBB in slot

<p>21. Connect the JBC battery key. (Disconnect and re-connect if it is already attached).</p>	<p>DO NOT PRESS ANY JBC KEYS YET.</p>
--	--



JBC battery key to Aux DC port

eSlate System Acceptance and Functionality Test Procedures

Steps:	Details:
22. Observe the JBC booth status lights to confirm battery power.	The JBC's booth status lights cycle through green then red.

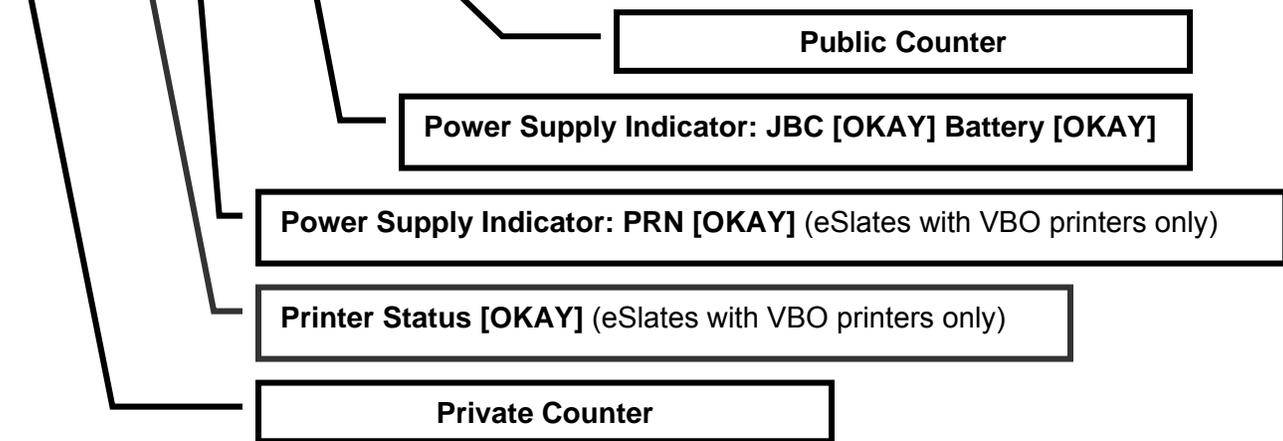
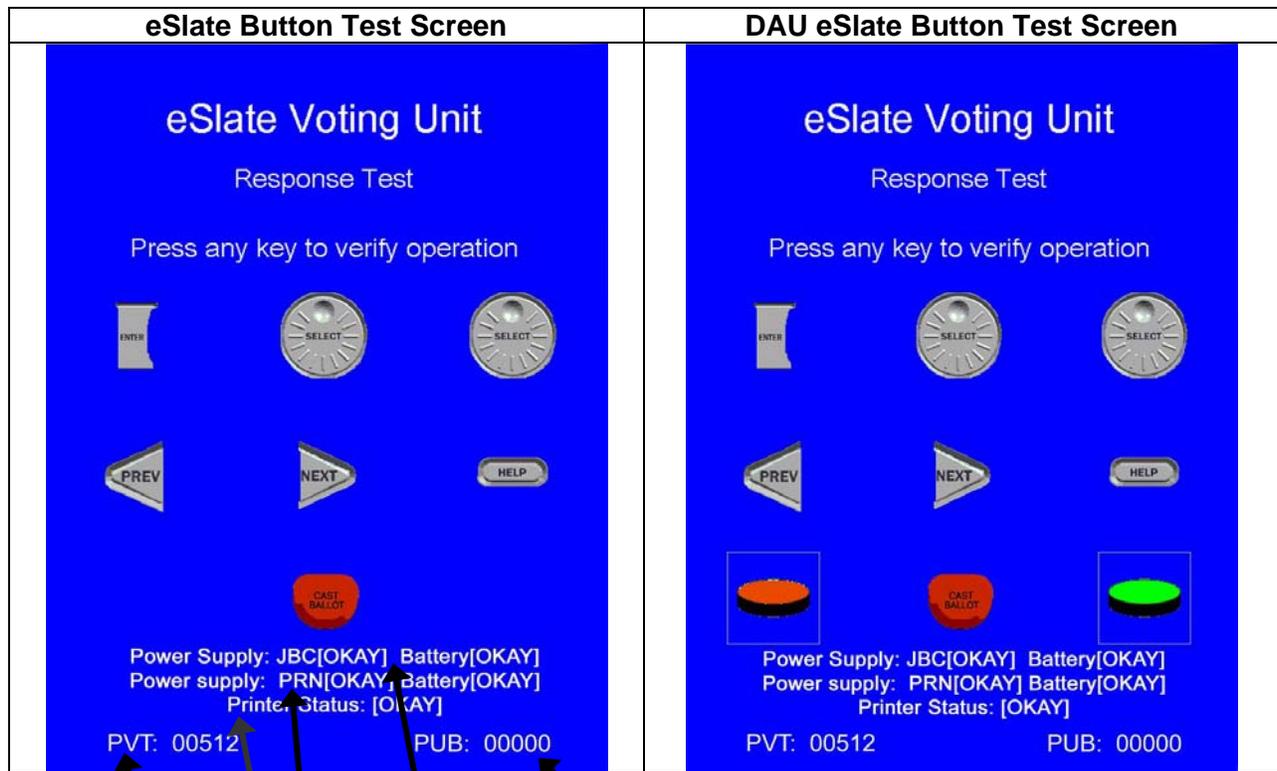
Printer Tape Booth Status Lights Controller Screen Menu Buttons



23. Power on the JBC with the AC power cable.	<p>DO NOT PRESS ANY JBC KEYS YET.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Check the power supply indicator on the JBC screen. <input type="checkbox"/> Both AC and Battery power should indicate "OKAY". <input type="checkbox"/> Leave the JBC tape on the device.
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At each eSlate and DAU eSlate:

Steps:	Details:
24. Perform the button test for each eSlate and DAU eSlate.	<ul style="list-style-type: none"> ❑ Observe power supply messages displayed at the bottom of the eSlate button test screen. ❑ eSlates with battery packs should indicate that battery power is available. ❑ eSlates with VBO printers should read "Power Supply PRN [OKAY] Battery [OKAY] "Printer Status [OKAY]" (unless batteries are being stored in the VBO printers). ❑ If the election is not programmed to use the VBO printer, the eSlate displays a [EVBO-103] message. Ignore this message.



At the JBC:

Steps:	Details:
1. Enter the Start-Up password.	
2. Enter the Polling Place ID with the JBC keypad and press the ENTER key on the JBC keypad.	<input type="checkbox"/> Test the JBC ENTER key.  Refer to the "Polling Place List Early Voting Summary" report from BOSS.
3. Testing can be performed in either Early Voting or Election Day mode. Early Voting mode is recommended. Answer the EV question and press the ENTER key on the JBC keypad.	<input type="checkbox"/> Decide on the Acceptance Test mode ahead of time so that all teams use the same test procedures. <input type="checkbox"/> Early Voting mode is recommended in case polls are mistakenly closed before testing is complete.
4. Confirm the Polling Place Name.	
5. Confirm VBO printer connection, if applicable.	<input type="checkbox"/> Power status indicators on the eSlate(s) indicate Power Supply PRN [OKAY], Printer Status [OKAY]. <input type="checkbox"/> If the election is not programmed to use the VBO printer, the eSlate displays a [EVBO-103] message until you assign booths. Ignore this message.
6. Configure the network of eSlates.	Assign a booth number to each eSlate by pressing ENTER on the eSlate. <ul style="list-style-type: none"> • Follow prompts on the JBC. • Work from the JBC out. • Wait until the booth number is confirmed and appears yellow before pressing ENTER on the next eSlate. • Verify JBC and eSlate firmware from the configuration report.
7. Confirm AC and Battery (DC) power [OKAY] on the JBC screen.	Power status indicators for the JBC are at the bottom center of the JBC screen.
8. Print a "Zero Tape" report on the JBC and Select ► Open Polls .	
9. Enter the Open Polls password and press ENTER on the JBC keypad.	
10. Select ► Add Voter on the JBC.	
11. From the Add Voter Enter Precinct I.D. screen, test the soft keys on the JBC <ol style="list-style-type: none"> a. Press letter and number buttons until the spaces are full. b. Press an arrow button ► to select a precinct. c. Press the arrow button ◀ next to Cancel. d. Select ► Add Voter and continue testing buttons. 	<input type="checkbox"/> Test the letter, number, PRINTER FEED , CONTRAST UP , and CONTRAST DOWN keys <input type="checkbox"/> You have already tested the ENTER key. <input type="checkbox"/> The ▲ and ▼ keys will not show an image on the Add Voter spaces, but will scroll through additional pages of precinct IDs (if available), six at a time. <input type="checkbox"/> Do <i>not</i> test the CLOSE POLLS key yet.  Refer to the Election Logs tab for a JBC Functionality Test Documentation Form.
12. Make certain you have tested all arrow buttons ►◀ along the screen on the JBC.	<input type="checkbox"/> Test the arrow on the lower right by selecting Check Code or Provisional . <input type="checkbox"/> Test that the arrow key responds.

eSlate System Acceptance and Functionality Test Procedures

At each eSlate:

At the JBC:

Steps:	Details:
13. Press the HELP button twice and note the JBC booth indicator light for that eSlate. The light flashes red and green.	
14. Cast a random ballot on each eSlate.  Remember – You are testing equipment functionality, not the ballot.	<ul style="list-style-type: none"> <input type="checkbox"/> Select Add Voter and print an access code for each eSlate or DAU eSlate being tested. <input type="checkbox"/> Do <i>not</i> tear off access codes. The JBC tape will be a record of the Acceptance Test. <input type="checkbox"/> Note the “Codes Active” message on the JBC screen to monitor the number of access codes printed. <input type="checkbox"/> Note the “PUB Count” on the JBC to monitor the number of ballots cast. There should be one per eSlate. <p style="text-align: right;">  Refer to the Election Logs tab for an eSlate Functionality Test Documentation Form. </p>
15. <i>If</i> eSlates are configured with VBO printers, test each VBO.	<ul style="list-style-type: none"> <input type="checkbox"/> VBO prints the eSlate Paper Verification Page. <input type="checkbox"/> VBO printout scrolls out-of-sight after the voter casts a ballot on the eSlate and the American flag displays.

Test the DAU eSlate with curbside features:

Steps:	Details:
16. Get an access code for use on the DAU eSlate, enter it, and bring up the ballot.	<ul style="list-style-type: none"> • Detach the DAU eSlate from the daisy chain (detach the entire booth if using VBO). • (Optional) Use the tactile input switches for some navigation. (This tests the dual switch functionality and the switch hardware.) • Listen to the audio. (This tests the audio functionality and the headphones.) • Cast a random ballot. • After at least <u>one</u> minute has passed since disconnecting from the daisy chain, attach the DAU eSlate to the daisy chain and verify that the ballot cast confirmation message appears on the DAU eSlate screen. <p style="text-align: right;">  Refer to the Election Logs tab for a DAU eSlate Functionality Test Documentation Form. </p>

At the JBC:

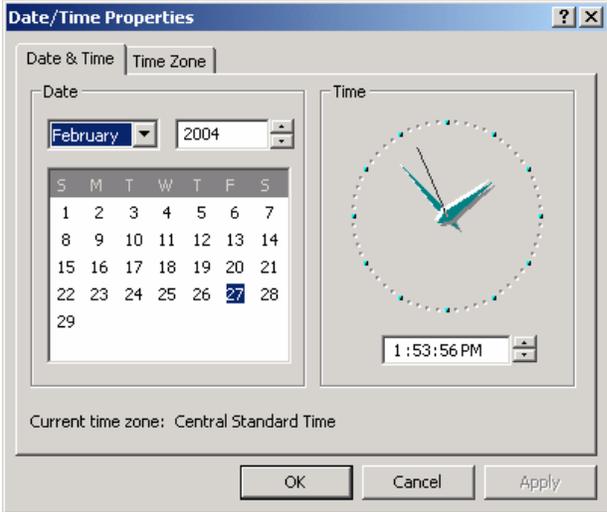
Steps:	Details:
17. Press the Close Polls button on the JBC. Enter the Close Polls password and press ENTER on the JBC.	Confirm and proceed to close polls.
18. <i>If you performed the test in Election Day mode</i> , press the ► next to Print Tally Report on the JBC. <i>If applicable</i> , press the ► next to Access Code Report and/or Print Write-In Report on the JBC.	
19. Verify that the number of votes recorded is equal to the number of ballots you cast.	<ul style="list-style-type: none"> □ Printed at the end of the “Polls Suspended” report or the “Tally” report, observe the number of access codes voted. □ Check that the JBC report “Access Codes Voted” equals the “PUB” Count on the JBC screen.
20. Power off the JBC.	
21. Remove JBC tapes.	Keep the tapes as part of Acceptance Testing documentation.
22. Document the test using the functionality logs or a similar checklist.	Use sticky notes to mark the units and/or booths as “passed” and the date passed, or mark those that did not pass with notes identifying problems.
25. Verify the quantity of each product.	Check from shipment list.

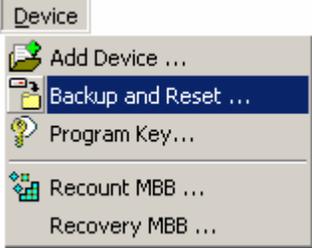
At booths with VBO printers:

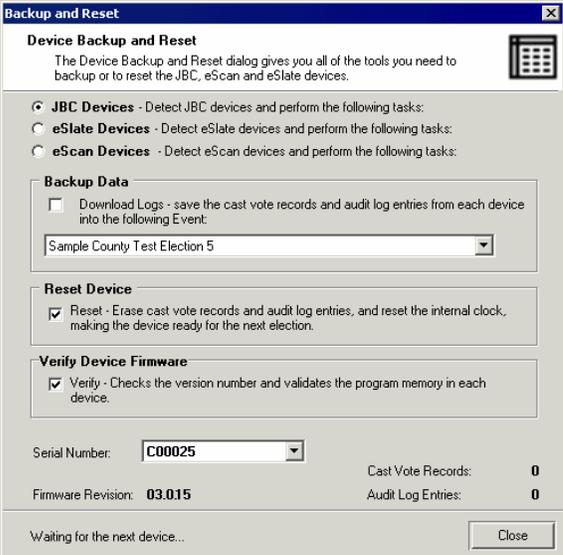
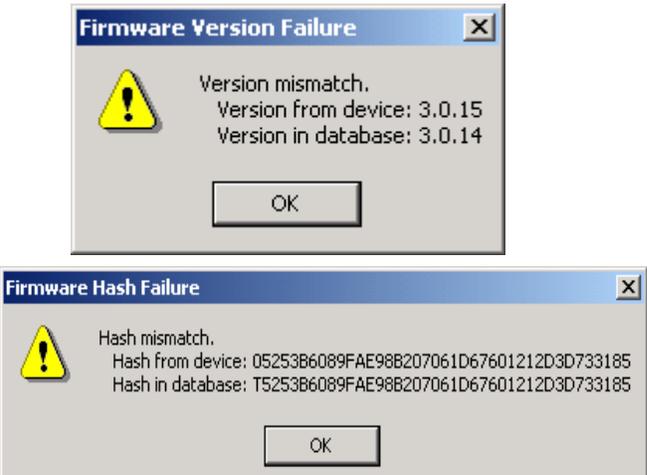
Steps:	Details:
23. Remove VBO printer printouts, and replace VBO printer paper, if applicable.	 Refer to the Equipment Maintenance and Supplements tab for VBO paper roll management instructions.

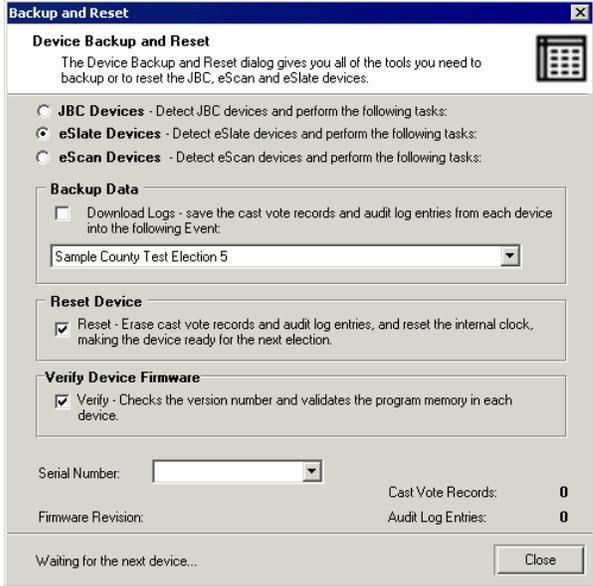
Sample JBC "Polls Suspended" Report:	JBC Polls Suspended Screen:
<p>██████████</p> <p>Jurisdiction Title Election Title Date Polling Place</p> <p>Polls Suspended Report</p> <p>Date: 11-02-2006 Time: 20:01:01</p> <p>Booth Controller Dev Ser No = C>NN>NNN SW Version = N.NN.NN Pub Count = 00153 Pvt Count = 0125390</p> <p>Booth (1) Serial Number = A>NN>NNN Software Ver = N.NN.NN Pub Count = 00153 Pvt Count = 02553</p> <p>Daily Summary</p> <p>Access Code Totals: Issued = 1537 Voted = 1537 Expired = 0 Canceled = 0</p> <p>Precincts Voted = N</p> <p>Cumulative Summary</p> <p>Access Code Totals: Issued = N>NN>NNN Voted = N>NN>NNN Expired = N>NN>NNN Canceled = N>NN>NNN</p> <p>Precincts Voted = N</p>	<p>Polls Suspended End of Day Complete For Early Voting 17:01:35</p> <p>▶ Suspend Report ▶ Daily Detail Report</p> <p>PVT:002279 PUB:001537</p> <p>Public (PUB) Count</p> <p>Access Codes Voted</p>

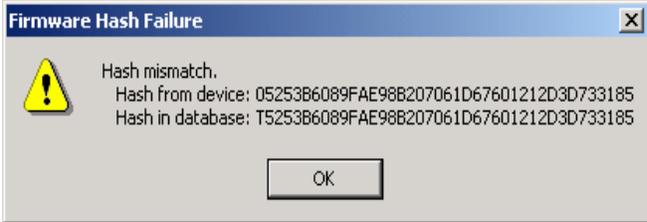
Set JBC Clocks, Reset the System, Verify Firmware, and Add Equipment to SERVO:

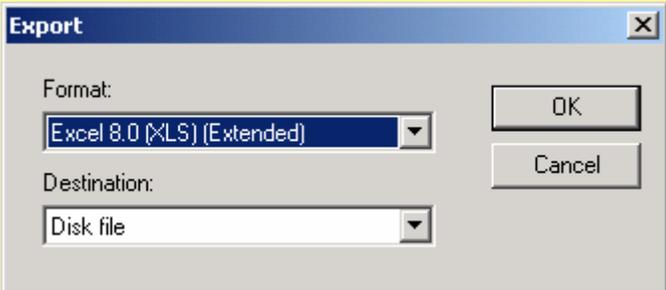
Steps:	Details:
1. Attach a parallel cable from the parallel port on the SERVO PC to the JBC printer port.	The parallel port may be LPT 1 (desktop), or it may be LPT 2 on a Quatech PC card with cable (laptop).
2. Make certain that the JBC is powered on and connected to the daisy-chained of eSlates.	<ul style="list-style-type: none"> <input type="checkbox"/> Watch the booth status lights. Do not reset until they cycle through green, then red. Wait five seconds. <input type="checkbox"/> Only AC power is necessary.
3. Set the clock on the SERVO PC to reflect local time accurately. 	<ul style="list-style-type: none"> <input type="checkbox"/> Double-click the time in the lower-right corner of the PC screen to open the Date/Time Properties window. <input type="checkbox"/> Check the PC: <ul style="list-style-type: none"> • Time Zone • Date • Time <input type="checkbox"/> Click OK.
4. (Optional) Disable Daylight Savings Time. 	<ul style="list-style-type: none"> <input type="checkbox"/> Click the Time Zone tab in the Date/Time Properties window. <input type="checkbox"/> Uncheck the Automatically adjust clock for daylight saving changes checkbox. <input type="checkbox"/> Click OK. <input type="checkbox"/> When you back up or reset a JBC from this SERVO PC, daylight savings time will be disabled on the backed up/reset JBC.

<p>5. In SERVO, go to the Admin Tools menu and click Device Reset:</p> 	<ul style="list-style-type: none"> ❑ This procedure resets the JBC, connected eSlates, and the MBB. ❑ This procedure does <i>not</i> add devices to the SERVO database.
<p>6. Select the JBC/eSlate radio button.</p> 	<p>Monitor the SERVO window and the JBC and eSlate screens to verify reset complete messages appear.</p>
<p>7. After reset is complete, power off and disconnect the daisy-chained eSlates and disconnect the JBC from the first booth.</p>	
<p>8. Remove the MBB from the JBC and the Audio Card from the DAU eSlate.</p>	<p>The MBB and Audio Card may be reused to test another line of equipment, as they have been reset.</p>
<p>9. Power on the JBC.</p>	
<p>10. In SERVO, go to the Device menu and click Backup and Reset.</p> 	<p>OR, if a separate signing key from that used in the equipment test will be used locally hereafter, go to the Device menu and click Program Key.</p> <p>Programming the key resets the device and adds it to the equipment list.</p>

Steps:	Details:
<p>11. Select the JBC Devices radio button, Reset Device checkbox, and the Verify Device Firmware checkbox.</p> 	<p>This procedure:</p> <ul style="list-style-type: none"> • Resets the JBC Cast Vote Records and audit logs to zero • Resets the JBC clock to the same time as the SERVO PC • Adds the JBC to the SERVO equipment list • Verifies Device Firmware.
<p>12. Connect the parallel cable from LPT1 to the JBC and listen for the audible “ding.”</p>	<ul style="list-style-type: none"> <input type="checkbox"/> When SERVO makes an audible “ding,” wait five seconds. <input type="checkbox"/> The JBC is reset and added to the equipment list, the clock is set, and the firmware is verified. <input type="checkbox"/> The JBC serial number appears in the Serial Number field and you may proceed to the next unit.
<p>13. If the following failure messages appear, contact a Hart InterCivic representative.</p> 	

Steps:	Details:
<p>14. After the JBC is reset, leave it connected to SERVO and proceed to add eSlates, using the “Backup and Reset” functionality of SERVO with the eSlate Devices radio button selected.</p> 	<p>This procedure:</p> <ul style="list-style-type: none"> • Resets the eSlate Cast Vote Records and audit logs to zero • Adds the eSlate to the SERVO equipment list • Verifies Device Firmware
<p>15. Connect the Booth Out cable from the JBC to <u>one eSlate at a time</u>.</p>	<ul style="list-style-type: none"> □ When SERVO makes an audible “ding,” wait five seconds. <ul style="list-style-type: none"> • The eSlate is reset, added to the equipment list, and firmware is verified. • The eSlate serial number appears in the Serial Number field and you may proceed to the next unit.

Steps:	Details:
<p>16. If the following failure messages are displayed contact a Hart InterCivic representative.</p>  	
<p>17. Repeat for each eSlate.</p>	
<p>18. After the last eSlate is added to the SERVO equipment list, go to the Reports menu and click Equipment List. View and print the “Equipment List” report.</p> 	<p>Compare the SERVO “Equipment List” report to the shipment list and to the inventory list, accounting for each device by serial number.</p>

Steps:	Details:
<p>19. After the last eSlate is added to the SERVO equipment list, export the equipment list into an Excel format for analysis.</p>	<ul style="list-style-type: none"> ❑ In the SERVO “Equipment List” report, click the export icon . ❑ Click the drop-down menus and choose the export format and destination: <div data-bbox="716 436 1382 726" style="border: 1px solid gray; padding: 5px; margin: 10px 0;">  </div> ❑ Choose format options. ❑ Save to a folder identified for Acceptance Testing. Name the file with the Jurisdiction, date, and 24-hour clock time (If using multiple SERVO PCs, also add the PC name or number): <div data-bbox="683 898 1382 947" style="border: 1px solid gray; padding: 2px; margin: 10px 0;"> File name: <input type="text" value="Sample County 9.9.03 1401_EquipmentList.xls"/> </div>
<p>20. Power off the JBC.</p>	
<p>21. Disconnect and pack equipment.</p>	<ul style="list-style-type: none"> ❑ eSlates and JBCs may be packed with battery packs connected. <ul style="list-style-type: none"> • Battery packs are sealed to prevent leakage, and power drainage while connected is very small. ❑ If the optional DAU eSlate tactile input switches and headphones were tested, mark these also, and repack. These may be packed directly into the storage compartments in DAU eSlate booths. ❑ Separate tested units from those that have not yet been tested. ❑ Set units that had problems in another area.
<p>22. Scan, or otherwise inventory, tested equipment.</p>	
<p>23. Move tested equipment to storage and repeat process.</p>	<ul style="list-style-type: none"> ❑ Booths may be transported to tested caddies and stored there. ❑ Eight booths fit in one caddy.

Demonstration eSlate Testing Supplies

<input checked="" type="checkbox"/>	Supplies:	Details:
<input type="checkbox"/>	Demonstration eSlates in booths	Booth with VBO connector required if implementing Verifiable Ballot Option*
<input type="checkbox"/>	Demo card	Contains ballot and audio data
<input type="checkbox"/>	Demo eSlate AC power cable	Optional, connects to the Demo eSlate's 15-pin connector
<input type="checkbox"/>	1 Battery pack tester	
<input type="checkbox"/>	1 Set of headphones per Demo eSlate	
<input type="checkbox"/>	1 Set of tactile input switches (jelly switches) per Demo eSlate	Optional
<input type="checkbox"/>	1 VBO printer per Demo eSlate	Optional, if implementing Verifiable Ballot Option
<input type="checkbox"/>	1 AC power cord for VBO printer	Optional, if implementing Verifiable Ballot Option
<input type="checkbox"/>	6 AA Batteries	Optional, if implementing Verifiable Ballot Option
<input type="checkbox"/>	Europa card for connecting VBO	Optional, if implementing Verifiable Ballot Option
<input type="checkbox"/>	Functionality Documentation	 Refer to the Election Logs tab.
<input type="checkbox"/>	Battery Level Labels for battery packs	If you are performing functionality testing on battery levels, label each battery with the date and battery level.
<input type="checkbox"/>	Booth Voter Instruction Placards	Optional – insert into booth sleeves while testing booths

*You can perform the acceptance and functionality tests on a Demo eSlate with or without the VBO printer attached. The Demo eSlate firmware functions whether or not the VBO printer is present.

Demonstration eSlate Acceptance and Functionality Test Procedures

Steps:	Details:
1. Insert the demo card into the Demo eSlate.	Insert the demo card connector first with the Hart InterCivic label facing up.
2. Power on the Demo eSlate using the AC power cable <i>OR</i> using battery power.	<ul style="list-style-type: none"> <input type="checkbox"/> Connect the Demo eSlate power cable to the 15-pin connector on the Demo eSlate and to a wall socket or surge protector. <input type="checkbox"/> <i>OR</i> Make sure the battery pack in the Demo eSlate is connected and press the CAST BALLOT and ENTER buttons at the same time for five seconds.
3. Verify that the firmware displayed on the Start-Up screen is correct.	
4. The Response Test screen appears for several seconds. If the card inside the Demo eSlate is a valid demo card, the Select a Language screen or Access Code screen appears.	If the card is not a valid demo card, an “Invalid card” message appears. Power off the Demo eSlate by unplugging the power cable or pressing the PREV , NEXT , and ENTER buttons at the same time for five seconds, and locate the correct demo card.
5. Perform booth functionality testing as per the checklist.	<ul style="list-style-type: none"> <input type="checkbox"/> If booths do not include VBO printers, proceed to step 11. <input type="checkbox"/> If the demo card was written from a BOSS election that was set up to require the VBO, the Verification Page screen appears on the Demo eSlate. This occurs whether or not a VBO printer is connected to the Demo eSlate.
6. Use VBO cut-out template to cut opening for VBO printer into left side of booth’s Demo eSlate panel, if necessary.	<p style="text-align: center;"> Refer to the Equipment Maintenance and Supplements tab.</p>
7. Turn over the VBO printer on a soft surface, remove the cover, attach a battery clip loaded with 6 AA batteries, and test the microswitches.	<ul style="list-style-type: none"> <input type="checkbox"/> Verify VBO firmware version from the VBO power up report. <input type="checkbox"/> By testing the microswitches, you are testing the batteries. If the microswitches do not work, you may need to replace the batteries.

Demonstration eSlate Acceptance and Functionality Test Procedures

Steps:	Details:
8. Install the VBO printer into the booth by connecting the power and data cables, inserting the bottom edge, and pressing the top edge in. Press the black button at the top of the unit to snap the VBO into place.	

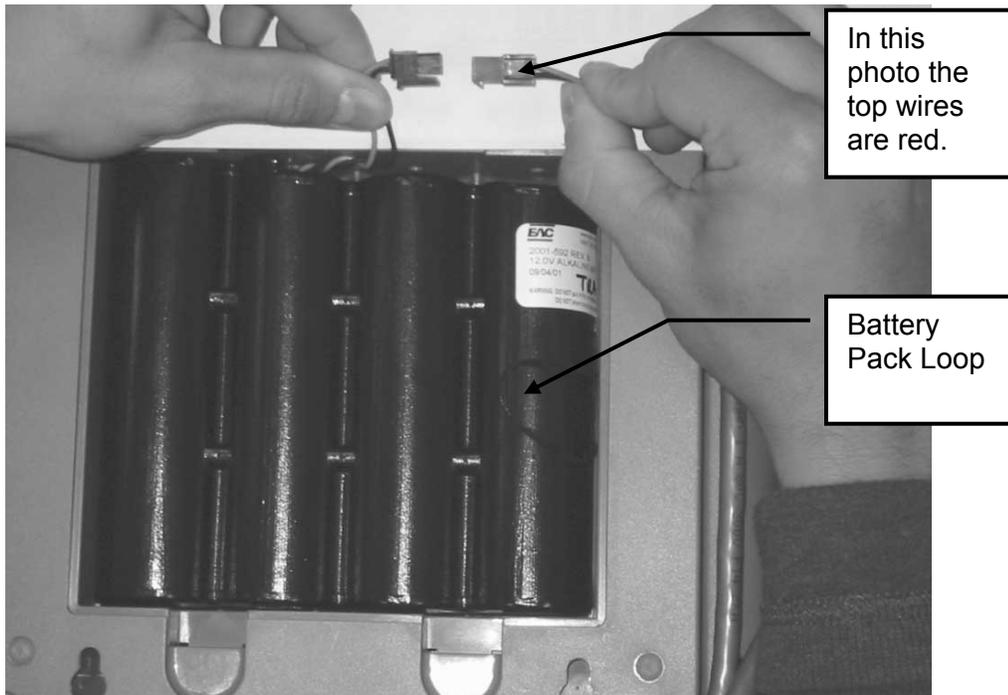


Inserting the VBO into the booth

9. Move the booth to the equipment testing area, and connect the AC power adapter to the VBO printer.	
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Demonstration eSlate Acceptance and Functionality Test Procedures

Steps:	Details:
<p>10. Turn the Demo eSlate over onto a soft cloth or cardboard. Test, label, and connect battery pack.</p> <p>☞ Refer to Battery Tester documentation #6000-110 under the Equipment Maintenance and Supplements tab.</p>	<ul style="list-style-type: none">☐ Connect the tester to the battery pack and get a reading.☐ Place a sticker on the battery pack, noting the battery level and the date.☐ When connecting the battery pack, make certain that the red and black wires are in line. ☞ Refer to the Election Labels tab for labels.



Connecting the battery pack

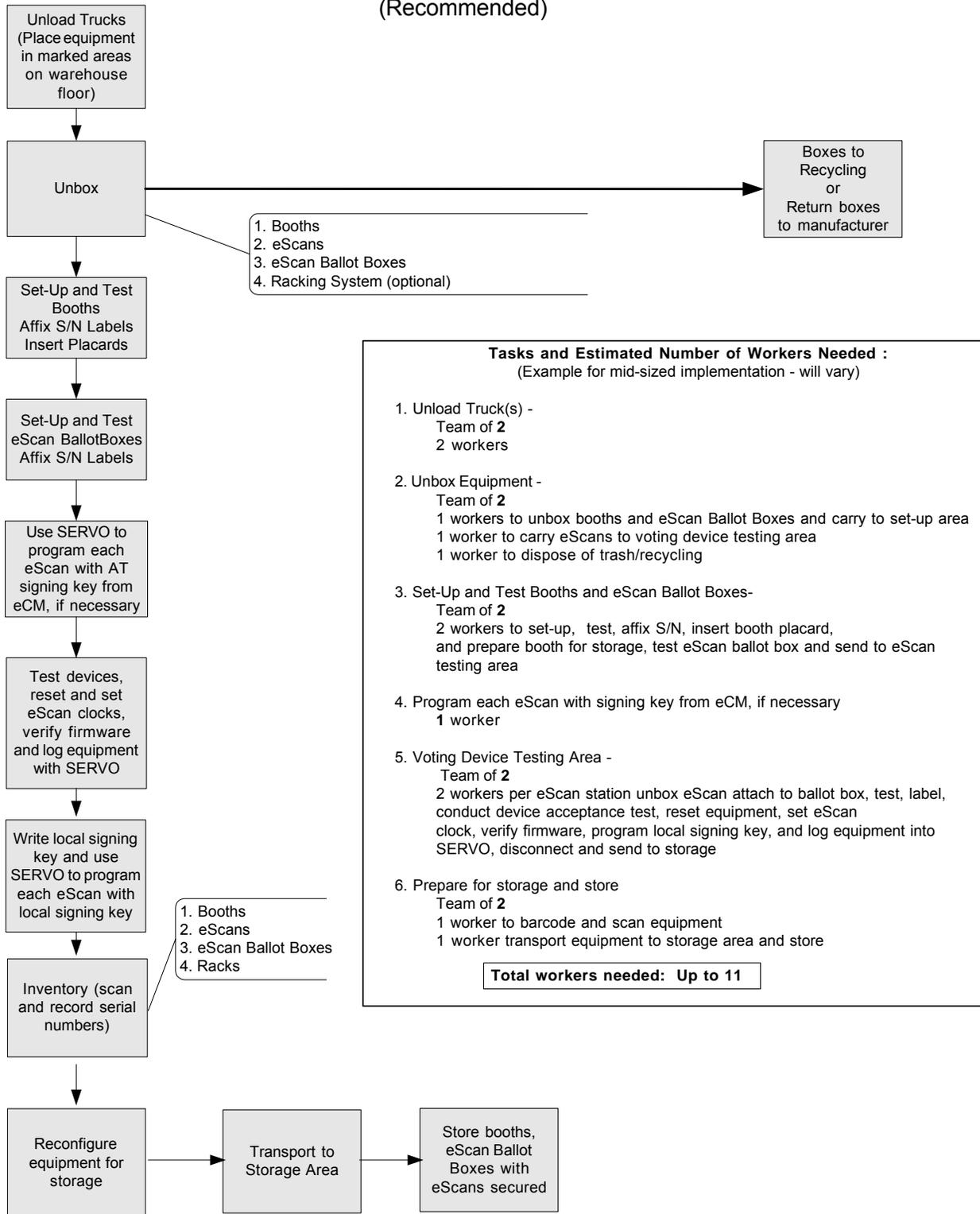
Demonstration eSlate Acceptance and Functionality Test Procedures

Steps:	Details:
11. Press the HELP button once.	<ul style="list-style-type: none"> <input type="checkbox"/> Help text appears on the Demo eSlate screen. <input type="checkbox"/> On an eSlate or DAU eSlate, pressing HELP twice alerts the pollworker with a light on the JBC that the voter in the booth needs help. <input type="checkbox"/> Since the Demonstration eSlate is not connected to the JBC, it does not alert the pollworker that a voter needs help.
12. Cast a random ballot on the Demo eSlate.  Remember – You are testing equipment functionality, not the ballot.	<ul style="list-style-type: none"> <input type="checkbox"/> Select a language, if applicable, and enter any four-digit number on the Access Code screen. <input type="checkbox"/> Use the SELECT wheel and PREV and NEXT buttons to navigate the ballot and press ENTER to make selections. <input type="checkbox"/> Press the CAST BALLOT button to cast the ballot.
13. <i>If</i> the Demo eSlate has a VBO printer, test the VBO.	<ul style="list-style-type: none"> <input type="checkbox"/> VBO prints the eSlate Paper Verification Page. <input type="checkbox"/> VBO printout scrolls out-of-sight after the voter casts a ballot on the Demo eSlate and the American flag displays.
14. <i>If</i> the Demo eSlate has a VBO printer, remove VBO printer printouts, and replace VBO printer paper, if applicable.	<p style="text-align: center;">  Refer to the Equipment Maintenance and Supplements tab for VBO paper roll management instructions. </p>

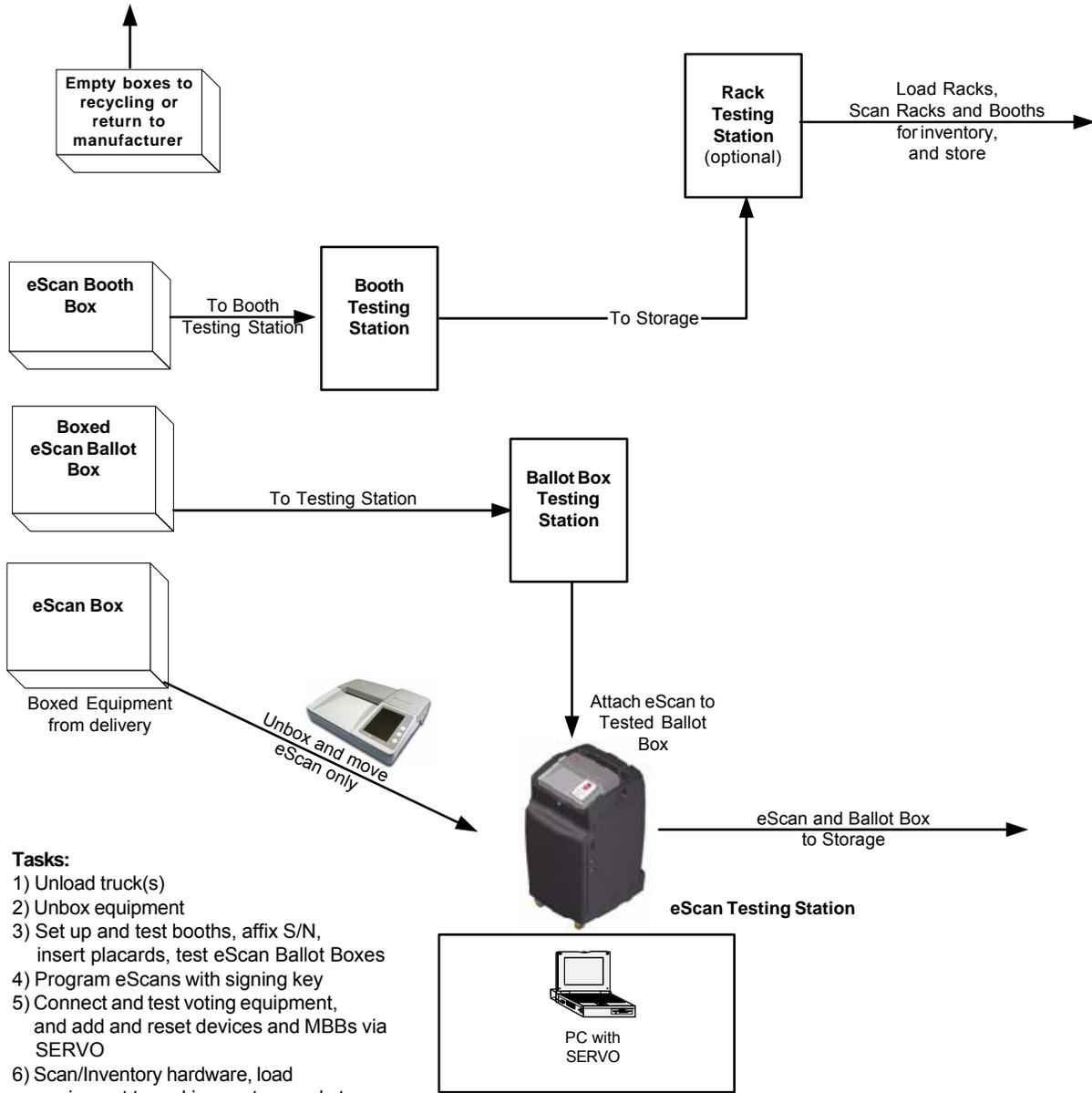
eScan System Testing Supplies

<input checked="" type="checkbox"/>	Supplies:	Details:
<input type="checkbox"/>	eScan devices	
<input type="checkbox"/>	eScan ballot boxes	
<input type="checkbox"/>	eScan booths	
<input type="checkbox"/>	Booth storage racks	Optional
<input type="checkbox"/>	1 Test MBB per eScan device	The MBB holds the ballot information. MBB should include both Early Voting and Election Day polling, and it should be accompanied by the BOSS "Polling Place List <EV or ED> Summary" report.
<input type="checkbox"/>	Voted and blank Test ballots	The BOSS database should be set up to allow the poll worker to accept blank ballots.
<input type="checkbox"/>	Spare printer paper rolls	If the printer roll is near its end, replace it while testing.
<input type="checkbox"/>	1 PC with SERVO program for verifying firmware, logging equipment and setting eScan clocks	SET PC TIME, DATE, AND TIME ZONE TO LOCAL TIME BEFORE STARTING SERVO
<input type="checkbox"/>	1 eCM with AT signing key data	If necessary, an eCM with the Acceptance Test signing key
<input type="checkbox"/>	1 eCM with local signing key data	If programming the local signing key to devices either before or after Acceptance Testing
<input type="checkbox"/>	1 Set of PC speakers for SERVO	Optional, if PC has no internal speakers
<input type="checkbox"/>	Extension cords, as necessary	
<input type="checkbox"/>	1 Surge protector/plug bar per testing line	Optional – AVOID SURGE PROTECTORS WITH ON/OFF SWITCHES
<input type="checkbox"/>	Pressurized air canister	For cleaning eScan scanner path
<input type="checkbox"/>	Envelopes or file system for device reports.	Optional
<input type="checkbox"/>	Shipping and inventory lists	
<input type="checkbox"/>	Functionality Documentation	☞ Refer to the Election Logs tab.
<input type="checkbox"/>	1 Table per work area	Testing areas must have AC power available
<input type="checkbox"/>	"Sticky Notes" and pens for team members	Various uses
<input type="checkbox"/>	The "Polling Place List Election Day Summary" report from BOSS.	This report is used to identify the Polling Place ID.
<input type="checkbox"/>	Booth Voter Instruction Placards	Optional – place in booth while testing
<input type="checkbox"/>	Bar code scanner	Optional – if supported by local inventory control process

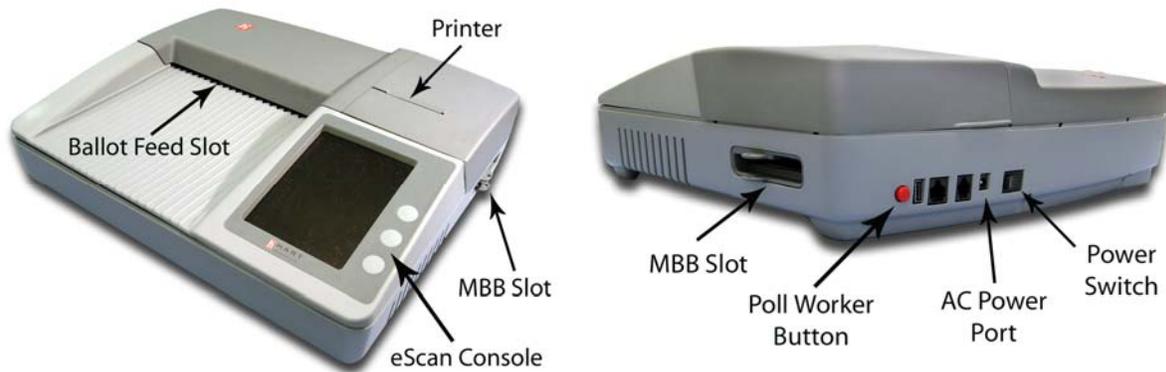
eScan System Acceptance Test Staffing Workflow (Recommended)



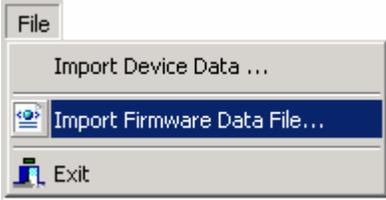
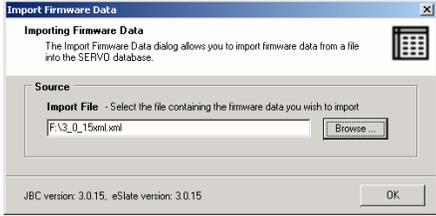
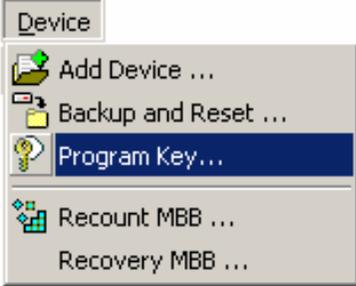
eScan System Acceptance and Functionality Test Workflow



eScan System Acceptance and Functionality Test Procedures



Steps:	Details:
<p>1. Set up teams and assignments for each member within each team. Teams will vary per implementation, and they will vary depending on the task – an initial acceptance test is much more involved than later functional tests.</p>	<p>This process is simple if tasks are separated out into distinct areas and teams. Team members should also have distinct tasks within their team.</p> <p>☞ Refer to “eScan Acceptance Test Staffing Workflow” on page 70, and “eScan Acceptance and Functionality Test Workflow” on page 71.</p> <p>Assignments might include:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Unloading trucks <input type="checkbox"/> Unboxing equipment <input type="checkbox"/> Setting up booths <input type="checkbox"/> Testing (inspect) booths, inserting instructional placards, and taking down booths <input type="checkbox"/> Testing (inspect) eScan Ballot Boxes <input type="checkbox"/> Moving eScan Ballot Boxes to testing area <input type="checkbox"/> Setting up eScans atop eScan Ballot Boxes and operating eScans, including SERVO <input type="checkbox"/> Adding equipment to local inventory list <input type="checkbox"/> Testing and loading storage racks, if used
<p>2. Set up area where eScan Ballot Boxes will be inspected.</p>	<p>☞ Refer to the Election Logs tab for an eScan Ballot Box inspection checklist.</p>
<p>3. Set up an area where booths will be inspected and instructional placards will be inserted.</p>	<p>☞ Refer to the Election Logs tab for a booth inspection checklist.</p>
<p>4. Set up a booth rack testing area. This should be located where booths can easily be transported and stored after booth testing.</p>	<p>If booth racking system implemented</p>
<p>5. Set up SERVO computer in an area for testing equipment.</p>	

Steps:	Details:
<p>6. After logging in to SERVO, go to the File menu and click Import Firmware Data File...</p> 	
<p>7. Browse for the .xml file to import into SERVO for firmware verification.</p> 	
<p>8. While logged in to SERVO, insert the eCM into a USB port on the PC. Go to the Device menu and click Program Key.</p> 	<p>A factory signing key has been programmed to the voting devices. This signing key must match the signing key on the MBBs and Audio Cards being used in testing equipment. This signing key should only be used for initial testing.</p> <p>If necessary, program each eScan with the signing key that matches the signing key on the MBBs and Audio Cards being used in the test.</p>
<p>9. Select the eScan radio button in the Program Key window.</p> 	<ul style="list-style-type: none"> <input type="checkbox"/> A message warns that eScan will be reset and Audit and CVR logs will be cleared. <input type="checkbox"/> eScan serial number will be displayed in Serial Number field after it has been programmed.

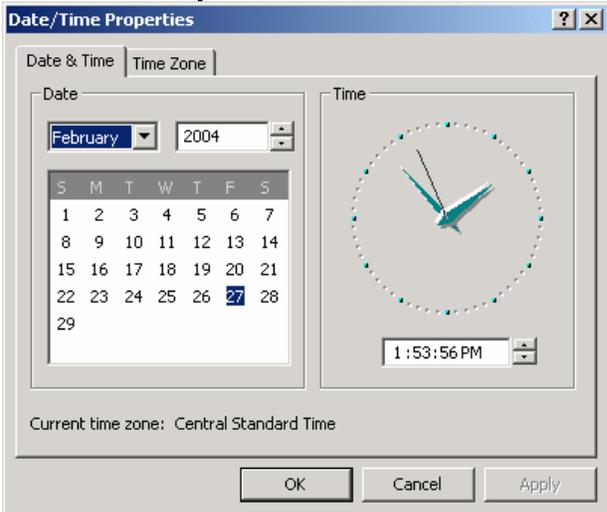
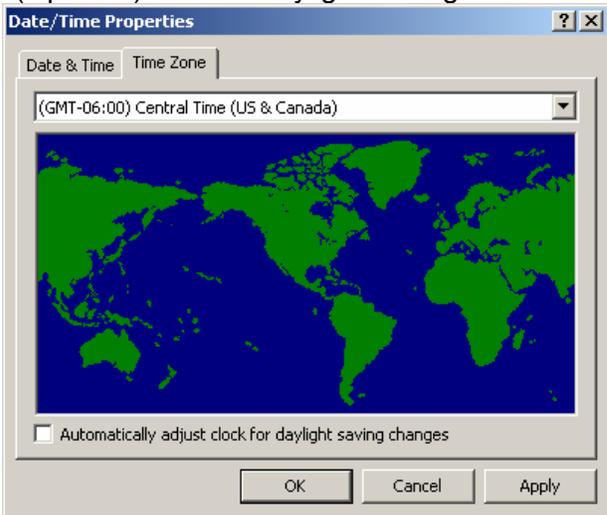
Steps:	Details:
<p>10. Set the first eScan device atop a tested eScan Ballot Box, and attach the eScan.</p> 	<ul style="list-style-type: none"> <input type="checkbox"/> Attach the eScan to the Ballot Box with the thumbscrews provided. <input type="checkbox"/> Attach from inside the Ballot Box, with the eScan aligned to the thumbscrew guides. <p> Refer to the Election Logs tab for the eScan Ballot Box Acceptance Test Documentation.</p>
<p>11. Attach a network crossover cable from the NIC port on the SERVO PC to the eScan NIC port in order to program the eScan with the signing key from the eCM.</p>  <p> This <i>must</i> be completed for <i>each</i> eScan before inserting the MBB.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> A NIC port is on the back of the PC tower or on the back or side of a laptop. <input type="checkbox"/> A NIC port is on the back of the eScan <input type="checkbox"/> Enter the PIN when prompted after connecting the first eScan.
<p>12. Insert an unvoted Test MBB into the eScan.</p>	<p>The MBB slot is on the right side of the eScan device.</p>
<p>13. Connect the eScan power cord and press the power switch to the ON position.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> The power switch is on the rear of the device. <input type="checkbox"/> Leave the tape on the device.
<p>14. Enter the Polling Place ID and press the button next to ACCEPT.</p>	
<p>15. Confirm the Polling Place name and press the button next to YES.</p>	
<p>16. Print a “Zero Tape” report on the eScan and select OPEN POLLS.</p>	
<p>17. Enter the Poll Worker Password and select ACCEPT.</p>	
<p>18. Scan voted ballots with no resolution issues.</p> <p> The number of ballots scanned will vary according to local procedures.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> You are testing the functionality of the physical scanner and rollers. <input type="checkbox"/> The BOSS database may or may not have been set up to reflect paper ballot resolution as it will be implemented in this jurisdiction.
<p>19. Scan a blank ballot.</p>	

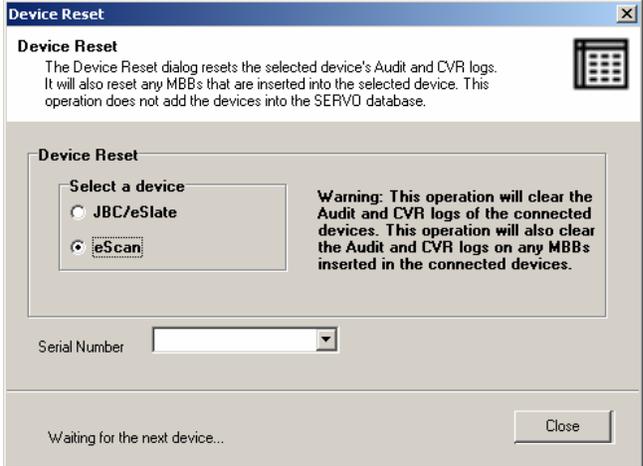
eScan System Acceptance and Functionality Test Procedures

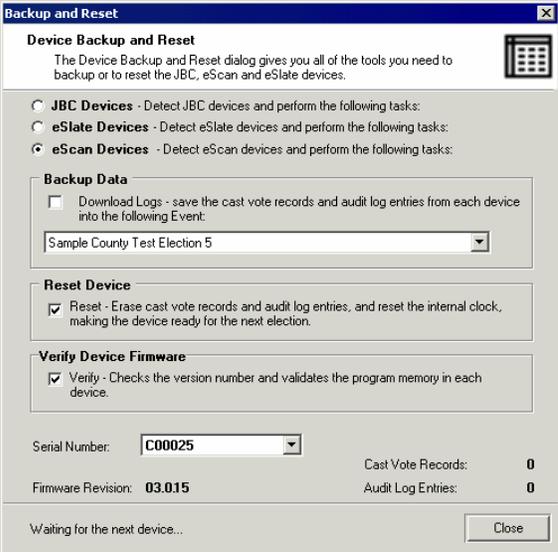
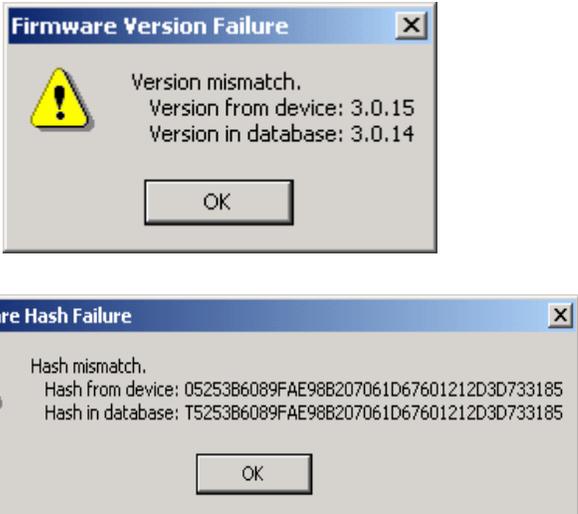
Steps:	Details:
20. Press the Poll Worker Button on the back of the eScan.	<ul style="list-style-type: none"> <input type="checkbox"/> The blank ballot will be accepted. <input type="checkbox"/> If the election on the MBB supports this functionality, this tests Poll Worker Button operation.
21. Scan an overvoted ballot.	
22. Press the Poll Worker Button on the back of the eScan.	<ul style="list-style-type: none"> <input type="checkbox"/> The overvoted ballot will be accepted. <input type="checkbox"/> If the election on the MBB supports this functionality, this tests Poll Worker Button operation.
23. From the Ready to Scan screen, close the polls.	<ul style="list-style-type: none"> A. Press the Poll Worker Button. B. Enter the Poll Worker Password and press the button next to ACCEPT. C. Press the button next to CLOSE POLLS for Election Day or SUSPEND POLLS for Early Voting. D. Confirm that you want to close/suspend the polls by pressing the button next to YES. E. Enter the Close Polls password and press the button next to ACCEPT. F. Press the button next to CONTINUE (Election Day mode only).
24. If you performed the test in Election Day mode, press the button next to PRINT TALLY .	If you performed the test in Early Voting mode, press the button next to PRINT DETAIL .
25. Press the button next to FINISHED .	This will appear in Election Day mode only.
26. From the Polls Closed screen, press the Poll Worker Button .	This tests access to the Administrator Functions screen.
27. Enter the Administrator password and press the button next to ACCEPT .	This tests access to the Administrator Menu screen.
28. Press the button next to EXIT .	
29. Verify that the votes recorded match the number of ballots cast and the selections made on the voted scanned ballot.	Check that the eScan report "Ballots Voted" equals the "PUB" Count on the eScan screen.
30. Press the power switch on the eScan to the OFF position.	
31. Document the test using the functionality logs or a similar checklist.	<ul style="list-style-type: none"> <input type="checkbox"/> Tear off and keep the eScan tape as a part of Acceptance Testing documentation. <input type="checkbox"/> Use sticky notes to mark the units and/or booths as "passed" and the date passed, mark those that did not pass with notes identifying problems.
32. Verify the quantity of each product.	Check from shipment list.

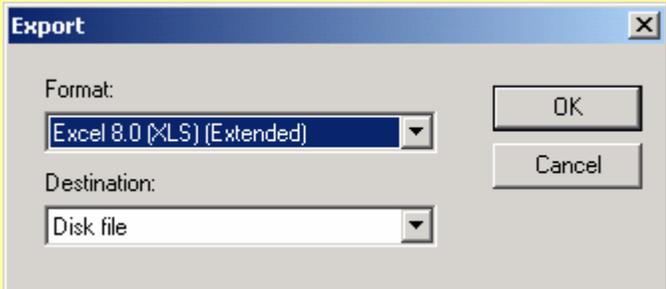
Sample eScan "Polls Closed" and "Tally" Reports:	eScan Polls Closed Screen:						
<div style="border: 1px dashed black; padding: 10px;"> <p style="text-align: center;">Jurisdiction Title Election Title Date Polling Place</p> <hr style="border: 1px solid black;"/> <p style="text-align: center;">Polls Closed</p> <p>Date: 11-07-2006 Time: 18:59:59</p> <p>Dev Ser No = ENNNN SW Version = N.NN.NN Pub Count = NNNNNN Pvt Count = NNNNNNN</p> <hr style="border: 1px solid black;"/> <p style="text-align: center;">Unofficial Tally Report by Precinct</p> <p>Date: 11-07-2006 Time: 18:59:59</p> <p>MBBs IDs included in Tally Report: I.D. # N</p> <p>Total number of MBBs: N</p> <p>*****</p> <p>Precinct: 123-NN *****</p> <p><u>Contest Title</u> -- Candidate 1 NN -- Candidate 2 NN</p> <p><u>Contest Title</u> -- Candidate 1 NN -- Candidate 2 NN</p> <p><u>Precinct Ballot Summary</u> Total Ballots voted in this Precinct = NN</p> <p><u>Ballot Summary</u> Total Ballots voted in this Tally = NN</p> <p><u>Election Official</u> <u>Signatures</u></p> <p>_____</p> <p>_____</p> <p>_____</p> </div>	<div style="border: 1px solid gray; padding: 10px; background-color: #f0f0f0;"> <p style="text-align: center; background-color: #4a7ebb; color: white; padding: 5px;">Polls Closed</p> <p>PVT:000316 7:02 PM PUB:000314</p> <p style="text-align: center;">Select an option below or turn power OFF when finished.</p> <p>* Press Poll Worker button for administrator functions.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Press to print a Tally report.</td> <td style="text-align: center; padding: 5px;">PRINT TALLY</td> </tr> <tr> <td style="padding: 5px;">Press to start over.</td> <td style="text-align: center; padding: 5px;">RETRY</td> </tr> <tr> <td style="padding: 5px;">Press to print a Detail Report.</td> <td style="text-align: center; padding: 5px;">PRINT DETAIL</td> </tr> </table> </div> <div style="margin-top: 10px;"> <div style="border: 1px solid black; display: inline-block; padding: 5px; margin-right: 100px;">Public (PUB) Count</div> <div style="border: 1px solid black; display: inline-block; padding: 5px;">Total Ballots Voted</div> </div>	Press to print a Tally report.	PRINT TALLY	Press to start over.	RETRY	Press to print a Detail Report.	PRINT DETAIL
Press to print a Tally report.	PRINT TALLY						
Press to start over.	RETRY						
Press to print a Detail Report.	PRINT DETAIL						

Reset the System, Set eScan Clocks, Verify Firmware, and Add Equipment to SERVO:

Steps:	Details:
<p>1. Attach a network crossover cable from the NIC port on the PC to the eScan NIC port.</p> 	<ul style="list-style-type: none"> <input type="checkbox"/> A NIC port is on the back of the PC tower or on the back or side of a laptop. <input type="checkbox"/> A NIC port is on the back of the eScan.
<p>2. Power on the eScan, if it is not already on.</p>	<p>Watch the eScan screen. Wait to get past the Start-Up screen before proceeding.</p>
<p>3. Set the clock on the SERVO PC to reflect local time accurately.</p> 	<ul style="list-style-type: none"> <input type="checkbox"/> Double-click the time in the lower-right corner of the PC screen to open the Date/Time Properties window. <input type="checkbox"/> Check the PC: <ul style="list-style-type: none"> • Time Zone • Date • Time <input type="checkbox"/> Click OK.
<p>4. (Optional) Disable Daylight Savings Time.</p> 	<ul style="list-style-type: none"> <input type="checkbox"/> Click the Time Zone tab in the Date/Time Properties window. <input type="checkbox"/> Uncheck the Automatically adjust clock for daylight saving changes checkbox. <input type="checkbox"/> Click OK. <input type="checkbox"/> When you back up or reset an eScan from this SERVO PC, daylight savings time will be disabled on the backed up/reset eScan.

<p>5. In SERVO, go to the Admin Tools menu and click Device Reset.</p> 	<ul style="list-style-type: none"> <input type="checkbox"/> This procedure resets the eScan and the MBB. <input type="checkbox"/> This procedure does <i>not</i> add devices to the SERVO database.
<p>6. Select the eScan radio button.</p> 	<p>Monitor the SERVO window and the eScan screen to verify reset complete messages appear.</p>
<p>7. After reset is complete, power off the eScan.</p>	
<p>8. Remove the MBB.</p>	<p>The MBB may be reused to test another line of equipment, as the card has been reset.</p>
<p>9. Power on the eScan.</p>	
<p>10. In SERVO, go to the Device menu and click Backup and Reset.</p> 	<p>OR, if a separate signing key from that used in the equipment test will be used locally hereafter, go to the Device menu and click Program Key. Programming the key will reset the device also.</p>

Steps:	Details:
<p>11. Select the eScan Devices radio button, Reset Device checkbox, and the Verify Device Firmware checkbox.</p> 	<p>This procedure:</p> <ul style="list-style-type: none"> • Resets the eScan Cast Vote Records and audit logs to zero • Resets the eScan clock to the same time as the SERVO PC • Adds the eScan to the SERVO equipment list • Verifies Device Firmware
<p>12. Attach a network crossover cable from the NIC port on the PC to the eScan NIC port, and listen for the audible “ding.”</p>	<ul style="list-style-type: none"> <input type="checkbox"/> When SERVO makes an audible “ding,” wait five seconds. <input type="checkbox"/> The eScan is reset and added to the equipment list, the clock is set, and the firmware is verified. <input type="checkbox"/> The eScan serial number appears in the Serial Number field, and you may proceed to the next unit.
<p>13. If the following failure messages are displayed contact a Hart InterCivic representative.</p> 	

Steps:	Details:
<p>14. After the last eScan is added to the SERVO equipment list, go to the Reports menu and click Equipment List. View and print the “Equipment List” report.</p> 	<p>Compare the SERVO “Equipment List” report to the shipment list and to the inventory list, accounting for each device by serial number.</p>
<p>15. Export the equipment list into an Excel format for analysis.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> In the SERVO “Equipment List” report, click the export icon.  <input type="checkbox"/> From the drop down menus, choose the export format and destination:  <ul style="list-style-type: none"> <input type="checkbox"/> Choose format options. <input type="checkbox"/> Save to a folder identified for Acceptance Testing. Name the file with the Jurisdiction, date, and 24-hour clock time (If using multiple SERVO PCs, also add the PC name or number): <p>File name: <input type="text" value="Sample County 9.9.03 1401_EquipmentList.xls"/></p>
<p>16. Press the power switch on the eScan to the OFF position.</p>	
<p>17. Disconnect and pack equipment.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Separate tested units from those that have not yet been tested. <input type="checkbox"/> Set units that had problems in another area.

eScan Acceptance and Functionality Test Procedures

Steps:	Details:
18. Scan, or otherwise inventory, tested equipment.	
19. Move tested equipment to storage, and repeat process.	<ul style="list-style-type: none"> □ Booths may be transported to tested storage racks and stored there. □ eScans may be stored in the eScan Ballot Boxes.



eScan on Ballot Box without and with Cover for Transport and Storage

Appendix A: JBC and eSlate Battery-Only Operations

This table provides background information on JBC and eSlate battery-only operations, including “timeout periods” (periods of inactivity allowed before battery will automatically shut off).

Battery-Only Operations Shutoff Options			
JBC			
State	Screen	Timeout Period*	H-C-V Operable?*
Open Polls	Printer Error	2 minutes	Yes
	Insert MBB	2 minutes	Yes
	Enter Polling Place ID	2 minutes	Yes
	Early Voting Question	2 minutes	Yes
	Incorrect Polling Place ID	2 minutes	Yes
	Booth Assignment	2 minutes	Yes
	Booth Assignment Complete Next/Start Over	2 minutes	Yes
	Print Zero Tape	NA	No
	Please Wait (Zero Tape)	NA	No
	Ready to Open Polls	NA	No
	Open Polls Password	NA	No
	Password Incorrect	NA	No
Polls Suspended or Closed	Polls Open	NA	No
	Polls Suspended/Closed	2 minutes	No
	Please Wait (Processing/Printing Report)	2 minutes	No

*If the JBC “times out” or the H-C-V key combination is used, battery power is restored by either connecting to AC power or by disconnecting the JBC battery key and battery packs, then reconnecting the JBC battery key and battery packs.

Any key press, or actively printing or processing a report resets the timeout period.

eSlate	
State	Timeout Period
Booth Not Yet Assigned	5 minutes
Disconnected from JBC (No Ballot on eSlate)	5 minutes
Connected to a JBC that is turned off (No Ballot on eSlate)	5 minutes
Ballot on eSlate	NA
Error or Alert Screen	NA
If JBC “Times Out”	Immediate
Polls Suspended or Closed	Immediate

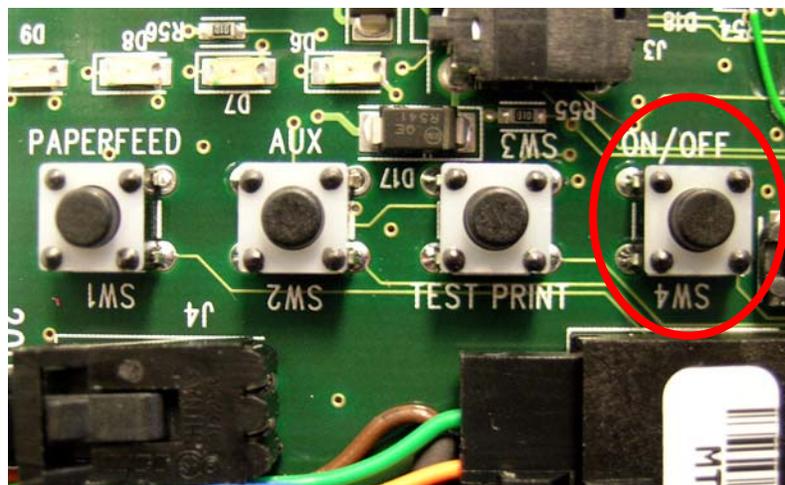
Appendix B: VBO Battery-Only Operations

This table provides background information on VBO battery-only operations, including “timeout periods” (periods of inactivity allowed before battery will automatically shut off). A fully charged battery pack is 9 to 9.6 V.

State	Timeout Period
Disconnected from eSlate	30 seconds*
State	Battery Life
Connected to eSlate	2 Hours**
State	Battery Life
In “Sleep” mode (disconnected from eSlate)	9 months

*Power on “sleeping” VBO printer with battery power by pressing microswitch 4, ON/OFF.

**Assuming a three-page ballot is printed every five minutes.



VBO Microswitches

Appendix C: JBC and eSlate Electronics Testing Checklist

 Task:
1. Inspect booths, test and label batteries, and connect battery packs in JBC and eSlate equipment.
2. Using SERVO, program each JBC with eCM signing key.
3. Set up and connect 1 JBC, up to 11 eSlates, and a DAU eSlate.
4. Insert an unvoted Test MBB into the JBC and the Audio Card into the DAU eSlate.
5. Connect the headphones and (optional) jelly switches to the DAU eSlate.
6. Connect the battery key on the JBC. Observe the booth status lights.
7. Connect AC power to the JBC.
8. Enter the Start-up password.
9. Perform the eSlate button tests and confirm that eSlate batteries are operational.
10. On the JBC, use the ENTER soft key to enter polling place ID <01> and follow the prompts for Early Voting mode.
11. Assign booths when prompted by pressing ENTER on each eSlate.
12. Confirm AC and Battery power on the JBC.
13. On the JBC, press Add Voter and print an access code for each eSlate, pressing a different arrow button (precinct ID) for each code printed.
14. Enter the access codes and vote on each of the eSlates.
15. Vote in curbside mode from the DAU eSlate, listen to the headphones, and use the (optional) jelly switches to vote an option. (For curbside, enter the access code, disconnect the unit, vote, wait a minute, press CAST BALLOT until the waving American flag appears, and connect the unit.)
16. Confirm VBO printer functionality by making sure the ballot choices print when a tester votes on the eSlate. If the VBO printer is not functioning, remove it from the eSlate booth and check its batteries.
17. While testers are voting the eSlates, test the JBC soft keys by selecting Add Voter , pressing keys, then picking a precinct number, canceling, and repeating until all keys are tested:
18. Letter keys and number keys
19. Up and Down arrow keys
20. PRINTER FEED , CONTRAST UP , and CONTRAST DOWN keys
21. On an eSlate, press the HELP button twice and notice the JBC flashing light.
22. From the Polls Open screen on the JBC, press the CLOSE POLLS key and confirm.
23. Verify the PUB count in the JBC screen's lower right corner.
24. Disconnect the battery key and the black AC cable on the JBC.
25. Collect JBC tapes and paperwork to verify the test.
26. Connect the SERVO laptop to the JBC printer port.
27. In SERVO, go to the Admin Tools menu, click Device Reset , and then select settings to reset the JBC/eSlates.
28. After resetting, power off the JBC, pull the MBB out of the JBC and the audio card out of the DAU, and disconnect the eSlates from each other and from the JBC. Power on the JBC.
29. In SERVO, go to the Device menu, click Backup and Reset , and then select settings to reset the JBC. This will set the JBC clock to the PC/laptop time.
30. Listen for the audible "ding" verifying JBC reset and JBC log to equipment list.
31. In SERVO, select the Backup and Reset settings for eSlate devices.
32. Connect the "Booth Out" cable from the JBC to each eSlate in that chain (one at a time), listening for the audible "ding" each time.
33. Pack eSlate booths and the JBC.
34. Repeat until all JBCs and eSlates have been tested.
35. Scan booths, eSlates, and the JBC into local inventory.
36. Transport eSlate booths to caddies/warehousing area. Transport JBCs to the warehousing area.
37. At the end of the day, print and export a SERVO "Equipment List" report to a .csv or .xls file from the SERVO laptop (optional). Name the file with a date and time stamp (and laptop ID if using multiple SERVO laptops). Compare this report to shipping and inventory lists.

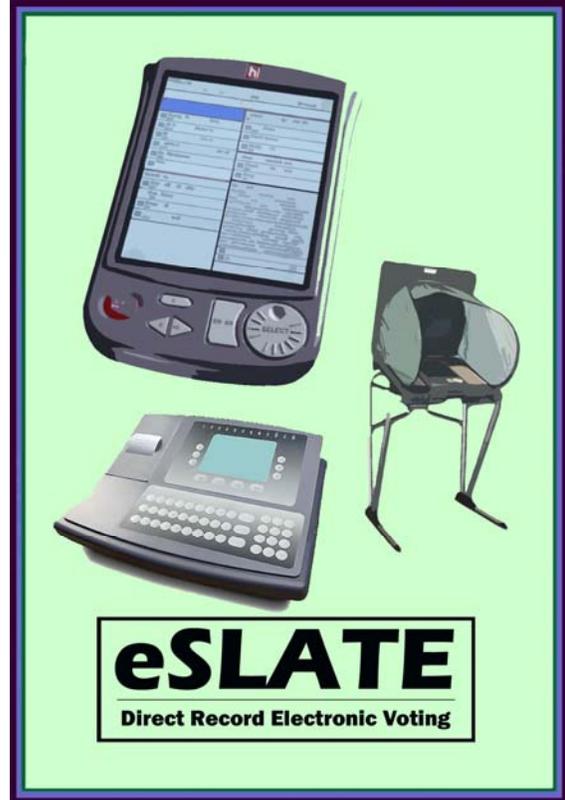
Appendix D: eScan Electronics Testing Checklist

 Task:
1. Inspect eScan Ballot Boxes.
2. Inspect booths.
3. Using SERVO, program eScan with eCM signing key.
4. Set the eScan atop an inspected eScan Ballot Box.
5. Insert an unvoted Test MBB into the eScan.
6. Switch the eScan power switch to the ON position.
7. Enter the Start-up password.
8. On the eScan, use the soft keys to enter polling place ID <01> and follow the prompts for Early Voting mode.
9. Select the Election mode (Election Day), if applicable to the MBB.
10. Follow prompts to Open Polls (leave reports on eScan).
11. Scan a "perfect" voted ballot.
12. Scan a blank ballot and press the Poll Worker Button to accept, if applicable to the MBB.
13. From the Ready to Scan screen on the eScan, press the Poll Worker Button and follow prompts to enter passwords and close polls.
14. If in Election Day mode, select CONTINUE , then select PRINT TALLY , and then FINISHED . OR If in Early Voting mode, select PRINT DETAIL .
15. From the Polls Closed screen, press the Poll Worker Button and follow prompts to enter administrator password and access the Administrator Menu screen, testing this access functionality.
16. Exit the Administrator Menu screen.
17. Verify the votes recorded on eScan reports against the PUB count on the eScan screen (upper right corner of Polls Closed screen) and the voted ballots scanned.
18. Collect eScan tapes and documents to verify the test.
19. Connect the SERVO laptop to the eScan NIC port via network crossover cable.
20. In SERVO, go to the Admin Tools menu, click Device Reset , and then select settings to reset the eScan.
21. After resetting, power off the eScan, and pull the MBB out of the eScan.
22. Power on the eScan.
23. In SERVO, go to the Device menu, click Backup and Reset , and then select settings to reset the eScan. This will set the eScan clock to the PC/laptop time.
24. Listen for the audible "ding" verifying eScan reset and eScan logged to equipment list.
25. Pack equipment for storage (eScans in eScan Ballot Boxes).
26. Repeat until all eScans have been tested.
27. Scan booths, eScan Ballot Boxes, and eScans into local inventory.
28. Transport equipment to the warehousing area.
29. At the end of the day, print and export a SERVO "Equipment List" report to a .csv or .xls file from the SERVO laptop (optional). Name the file with a date and time stamp (and laptop ID if using multiple SERVO laptops). Compare this report to shipping and inventory lists.

Notes

Notes:

Pre-Election and Post-Election Procedures



Hart Voting System System Version 6.2 Series

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Device Preparation Checklists and Logs Refer to the Election Logs Tab

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Introduction

Pre-Election and Post-Election procedures include:

- Resetting and preparing polling place equipment before distribution to the polling sites
- Planning polling place layout and equipment requirements per polling place, based on prior turnout
- Establishing and implementing optional equipment predefine procedures
- Backing up, cleaning, inventorying, and repairing equipment after an election event

The checklists and logs in this document will help you process equipment more efficiently.

 Refer to the Election Logs tab for checklists and logs.

Pre-Election Checklist

The following checklist is a guide for warehouse use when preparing for an election.

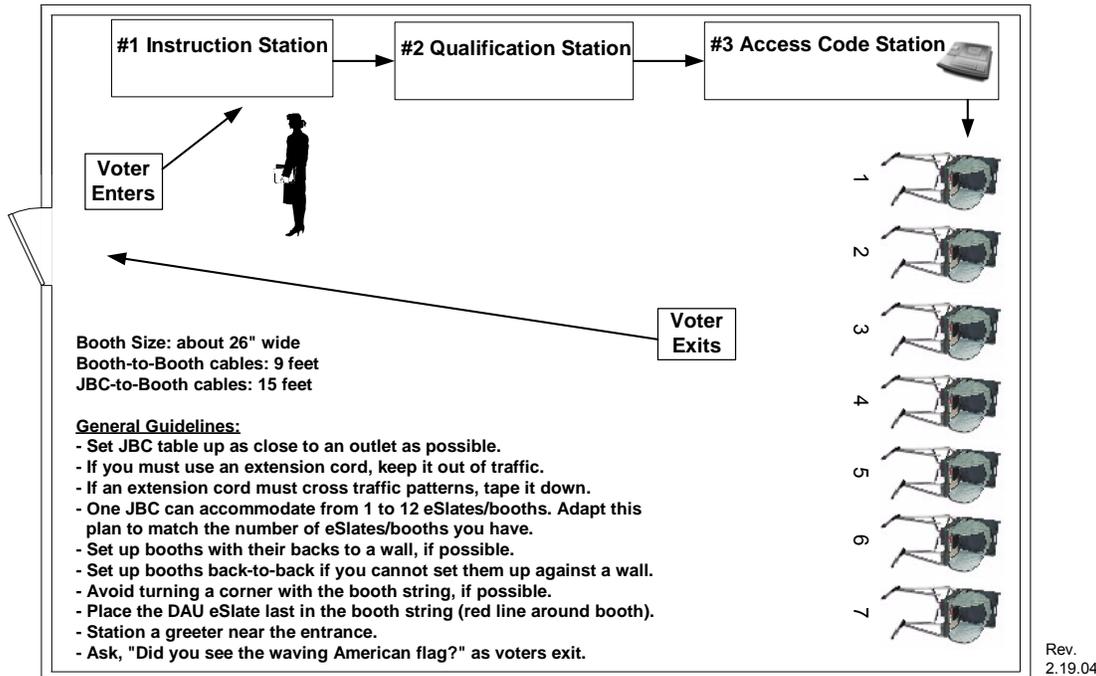
<input checked="" type="checkbox"/>	Task:
<input type="checkbox"/>	1. Perform booth, JBC, eSlate, DAU eSlate, VBO, and/or eScan Functionality Testing. ☞ Refer to page 37 for Functionality Testing procedures.
<input type="checkbox"/>	2. Perform booth, JBC, eSlate, DAU eSlate, VBO and/or eScan cleaning, including device screens and cleaning accessible parts of eScan scanner paper path with a pressurized air canister (“canned air”). ☞ Refer to the Election Logs tab for specific equipment preparation checklists.
<input type="checkbox"/>	3. Make sure the printers in all JBCs, eScans, and VBOs have a new roll of paper.
<input type="checkbox"/>	4. Reset the systems with SERVO after functionality testing.
<input type="checkbox"/>	5. Program each JBC and/or eScan with the signing key using SERVO (this process also resets the system).
<input type="checkbox"/>	6. Import Firmware Data File using SERVO.
<input type="checkbox"/>	7. Verify Firmware on the systems, using SERVO.
<input type="checkbox"/>	8. Test all JBC and eSlate battery packs and label with test date and battery level.
<input type="checkbox"/>	9. Install and connect JBC and eSlate battery packs.
<input type="checkbox"/>	10. Test all VBO battery packs, if applicable.
<input type="checkbox"/>	11. Install and connect VBO batteries and battery clips, if applicable.
<input type="checkbox"/>	12. Identify Polling Place equipment needs and plan layouts.
<input type="checkbox"/>	13. Install DAU eSlate audio cards.
<input type="checkbox"/>	14. Make certain VBO printers are installed and operational. <ul style="list-style-type: none"> • Connect booth to the JBC with AC power. • Verify eSlate screen reads “Power Supply PRN [OKAY] Battery [OKAY]” “Printer Status [OKAY]”.
<input type="checkbox"/>	15. Prepare booths, including attaching headphones to DAU eSlate units in their booths before deployment (tactile input switches optional). ☞ Refer to Election Logs tab for booth preparation instructions.
<input type="checkbox"/>	16. Organize and distribute eSlates/DAU eSlates to polling place deployment area based on the number of JBCs per polling place and the number of eSlates per JBC.

Pre-Election Checklist

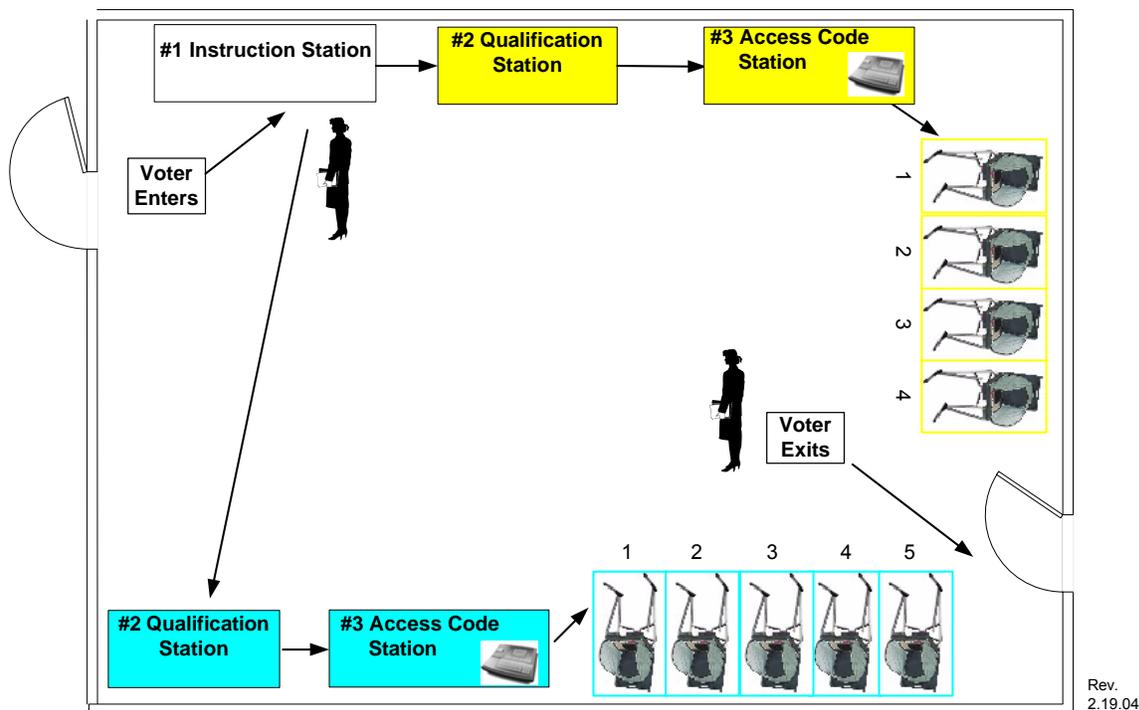
<input checked="" type="checkbox"/>	Task:
<input type="checkbox"/>	17. Distribute polling place layout plans to deployment area. ☞ Refer to page 93 for polling place layout examples.
<input type="checkbox"/>	18. Distribute spare equipment to emergency use deployment area.
<input type="checkbox"/>	19. Receive Device/MBB Tracking Log
<input type="checkbox"/>	20. Install MBBs and seals in JBCs and/or eScans, enter serial number and seal number information in: ☞ Refer to the Election Logs tab for the "Voting Device and MBB Tracking Log," device serial number logs (one per polling place), and Ballot & Seal Certificates (one per JBC and/or eScan).
<input type="checkbox"/>	21. Organize JBCs and/or eScans for polling place deployment based on the number needed per polling place.
<input type="checkbox"/>	22. Set up JBCs and/or eScans with polling place identification information, predefining polling places. ☞ Refer to Predefining the JBC Polling Place ID on page 97.
<input type="checkbox"/>	23. Prepare Demo eSlates for deployment.
<input type="checkbox"/>	24. Distribute JBCs and/or eScans to deployment area (specific to polling places and labeled per polling place, if predefined).
<input type="checkbox"/>	25. Distribute spare JBCs and/or eScans, (<u>without</u> predefined polling places) to emergency use deployment area and kept under lock and key.
<input type="checkbox"/>	26. Distribute spare JBC battery packs, eSlate battery packs, VBO AA batteries, headphones, and tactile input switches to emergency use deployment area.

Planning Polling Place Layout

Use voter turnout records to determine equipment needed per polling place, if possible. Before setting up booths and equipment, plan the layout of the polling place to accommodate a flow of traffic that is efficient. Plan for accessibility to the Disabled Access Unit(s). Plan a traffic pattern that allows poll workers to monitor the polling place constantly. We recommend actually mapping out the polling place layout and traffic patterns. If the Elections Office has already set up the layout, follow that plan.

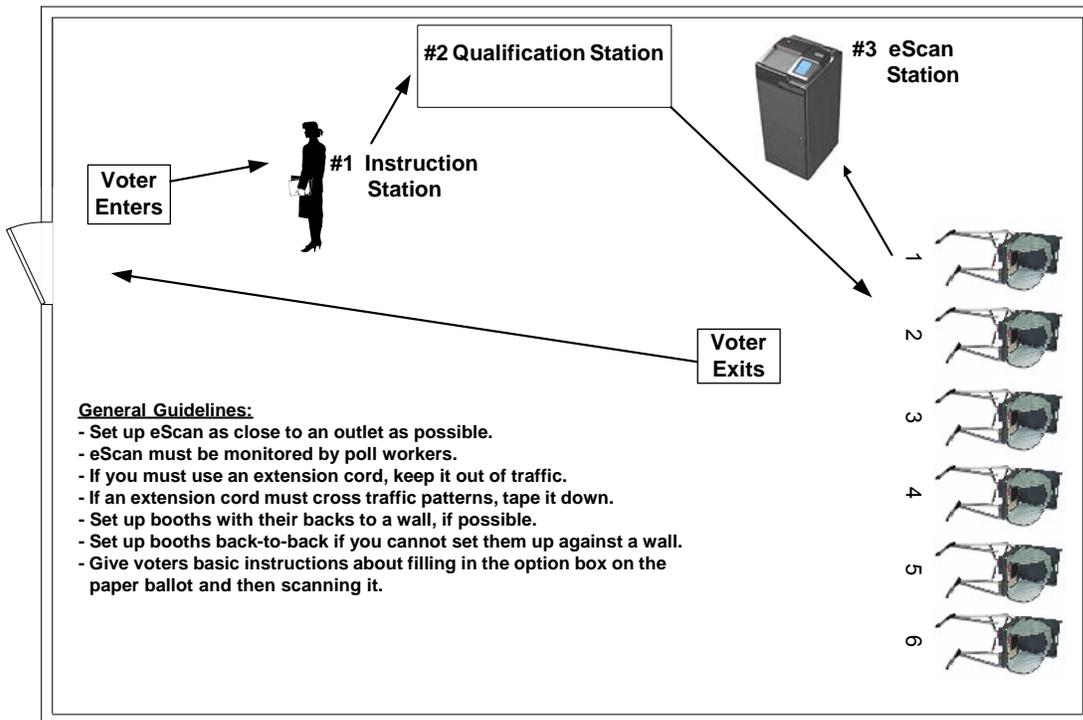


Polling Place Layout with One JBC



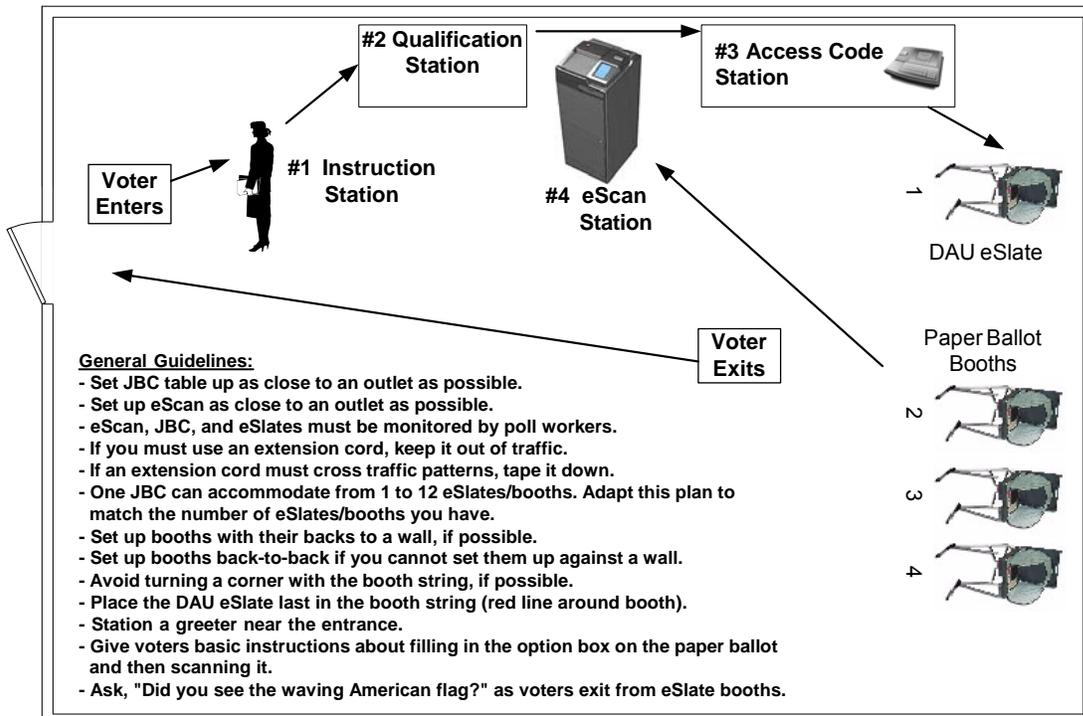
Polling Place Layout with Multiple JBCs

Planning Polling Place Layout



Rev. 7.28.05

Polling Place Layout with eScan



Rev. 7.28.05

Polling Place Layout with both eScan and eSlate Systems

eSlate Booth Preparation Instructions

Follow these steps to prepare eSlate and DAU eSlate booths for deployment. .

☞ Refer to the Election Logs tab for specific booth preparation checklists.

Task:	
eSlate Booths	24. Verify via documentation that eSlate has been reset, or reset at this time.
	24. Open an eSlate booth. eSlate booths DO NOT have a red line around the outside perimeter.
	24. Unwrap the eSlate booth cable from around the unit.
	24. Install and connect the battery pack.
	24. Connect the eSlate serial port to the “pigtail” cable in the booth. Make visual confirmation that the pins are lined up as you make this connection. Do not force. Tighten thumbscrews.
	24. Place the eSlate into the booth footprint for the unit, and slide the eSlate down to lock it into place.
	24. Tuck the booth cable into the booth storage compartment.
	24. Clean the eSlate screen with non-ammonia based window cleaner (spray window cleaner onto a clean cloth and wipe the screen).
	24. Close the eSlate booth, or proceed to VBO preparation.
	24. Repeat for each eSlate booth.
DAU eSlate Booths	1. Verify via documentation that DAU eSlate has been reset, or reset at this time.
	2. Open a DAU eSlate booth. DAU eSlate booths DO have a red line around the outside perimeter.
	3. Unwrap only the end of the booth cable from around the unit. The cable itself should still be wrapped around the DAU eSlate.
	4. Insert the DAU audio card, if available. If not, proceed to the next step.
	5. Install and connect the battery pack.
	6. Connect the headphones to the headphone jack (🎧). DO NOT connect the optional tactile input switches (jelly buttons) to the handicap access jack (♿).
	7. Connect the eSlate serial port to the “pigtail” cable in the booth. Make visual confirmation that the pins are lined up as you make this connection. Do not force. Tighten thumbscrews.
	8. Place the DAU eSlate into the booth footprint for the unit, and slide the DAU eSlate down to lock it into place.
	9. Tuck the end of the booth cable, the headphones, and the tactile input switches (optional) into the booth storage compartment. If space is limited, you may also store the headphones and tactile input switches in the folded-up privacy screen.
	10. Clean the DAU eSlate screen with non-ammonia based window cleaner (spray window cleaner onto a clean cloth and wipe the screen).
	11. Close the DAU eSlate booth, or proceed to VBO preparation.
	12. Repeat for each DAU eSlate booth.



DAU eSlate in Booth

eSlate Booth Preparation Instructions



VBO printer in booth

Task:	
VBO in Booths	1. Test AA batteries.
	2. Insert batteries in clip and connect clip to VBO printer.
	3. Verify full paper roll is present, or change paper roll.
	4. Connect AC power and eSlate data cables to VBO printer.
	5. Install VBO printer in booth.
	6. Connect AC power from booth to wall outlet (verify AC power connection is good).
	7. Connect booth to JBC that is powered on, and confirm that eSlate – VBO connection is correct. <ul style="list-style-type: none"> • Verify eSlate screen reads “Power Supply PRN [OKAY] Battery [OKAY]” “Printer Status [OKAY]”.
	8. Remove the AC power from the booth, and store in the booth storage compartment or in a kit that is being transported to the polling place.
	9. Secure VBO with a wire seal, and log security seal number.
	10. Clean the VBO screen with non-ammonia based window cleaner (spray window cleaner onto a clean cloth and wipe the screen).
	11. Close the booth.
	12. Repeat for each booth.

Predefining the JBC Polling Place ID

Using this procedure, the HVS customer warehouse personnel can define the polling place on each JBC. This is an optional procedure that reduces the number of steps poll workers must complete when opening polls.

 For a JBC Preparation Checklist, refer to the Election Logs tab.

The Polling Place ID is a number associated with each polling place when the ballot is created in BOSS. The Polling Places are associated with the precincts for the polling place, and the precincts have contests associated with them, determining the ballot style. By predefining the Polling Place ID at the warehouse you:

- Ensure that each polling place has the correct ballot styles
- Decrease the number of steps the JBC operator must complete in order to open polls
- Create a paper trail (the JBC reports printed at the warehouse) to verify that the JBC remained in a standby condition between the time it left the warehouse and the time that polls opened



After predefining the JBC, unplug the JBC power cable and disconnect the JBC battery key. If you plan to keep the battery key connected (to reduce steps for poll workers), turn off the JBC by pressing the “H-C-V” keys simultaneously.

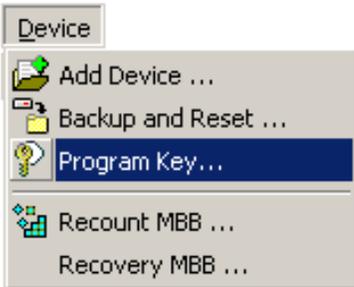
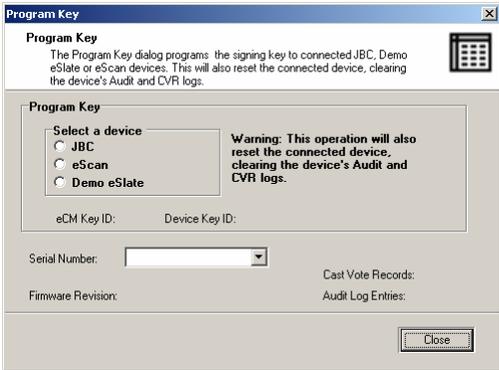
 For more information about JBC and eSlate battery-only operations, refer to page 112.

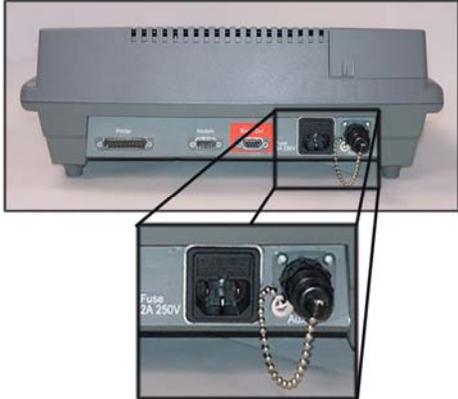
Predefining Procedure for JBCs

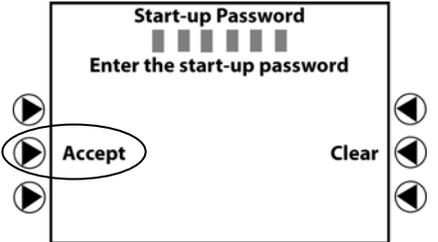
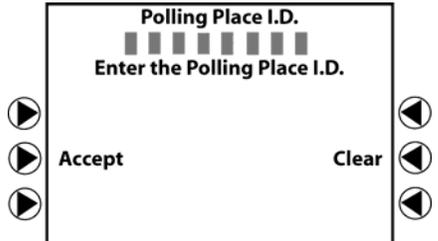
Materials

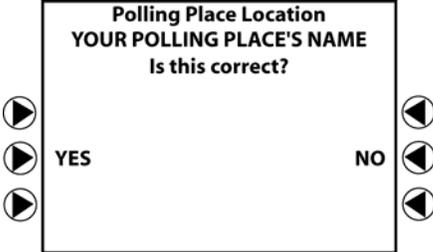
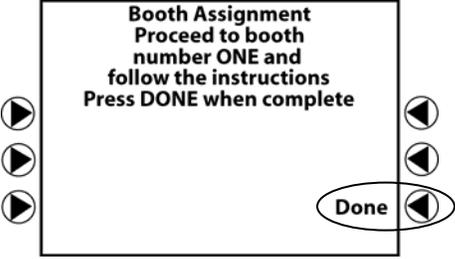
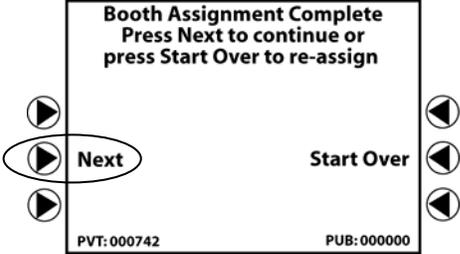
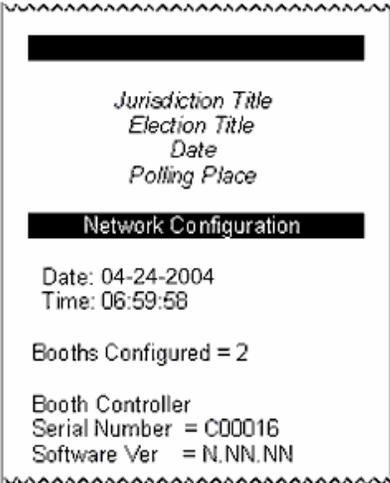
<input checked="" type="checkbox"/>	You Need:
<input type="checkbox"/>	JBCs with power cable
<input type="checkbox"/>	An eCM for the election
<input type="checkbox"/>	A SERVO-to-JBC parallel cable
<input type="checkbox"/>	Election Mode MBBs
<input type="checkbox"/>	Start-up Password for the JBC
<input type="checkbox"/>	Polling place ID numbers (from the BOSS "Polling Place List <EV or ED> Summary" report)
<input type="checkbox"/>	Ballot box security seals
<input type="checkbox"/>	A copy of a serial number tracking log ☞ For the JBC and eSlate Serial Numbers Log, refer to the Election Logs tab.

Procedure

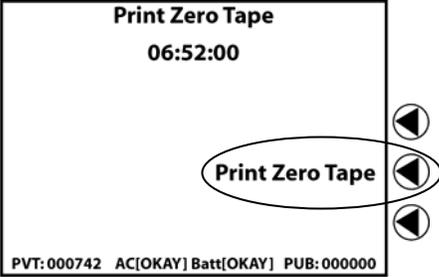
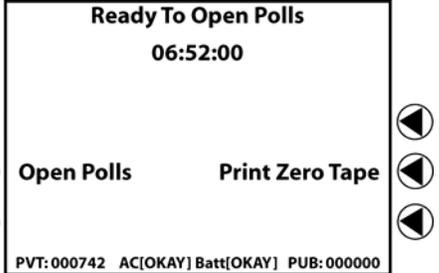
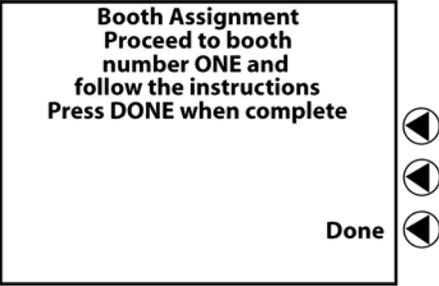
Screen Shots:	Steps:	Details:
	1. After logging in to SERVO, insert an eCM into a USB port on the PC and go to the Device menu and click Program Key .	If the signing key is already programmed, continue to the next page.
	2. Select the JBC radio button in the Program Key window.	<ul style="list-style-type: none"> <input type="checkbox"/> A message warns that JBC will be reset and Audit and CVR logs will be cleared. <input type="checkbox"/> The JBC serial number is displayed in the Serial Number field after it has been programmed.
No Screen Change	3. Attach a parallel cable from the parallel port on the SERVO PC to the JBC printer port in order to program the JBC with the signing key from the eCM.	<ul style="list-style-type: none"> <input type="checkbox"/> The parallel port may be LPT 1 (desktop), or it may be LPT 2 on a Quatech PC card with cable (laptop). <input type="checkbox"/> Enter the PIN when prompted after connecting the first JBC.

Screen Shots:	Steps:	Details:
	<p>4. Insert an Election MBB into the JBC.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Insert the MBB with the Hart InterCivic label facing up and the connectors toward the JBC. <input type="checkbox"/> You will feel the MBB “click” into place.
 	<p>5. Attach the ballot box security seal to the MBB door.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> When attaching a ballot box security seal, log the seal number and the JBC serial number. JBCs will have one of the two types of MBB doors shown at the left.
	<p>6. Connect the JBC battery key (if not already connected), and then plug the JBC into an electrical outlet (optional).</p>	<p> The MBB <i>must</i> be sealed inside the JBC before you predefine the JBC for Election Day.</p>

Screen Shots:	Steps:	Details:
	<p>7. This screen appears briefly, and a “JBC Initialized” report prints.</p>	<p>Leave the “JBC Initialized” report on the JBC, to file with the other JBC reports.</p>
	<p>8. Enter the Start-up Password provided by the local Elections Office using the keypad on the right side of the JBC, and press the ► next to Accept, or press the ENTER button on the keypad.</p>	<p>The JBC is a menu-driven device. It is operated by responding to prompts on the screen using the ◀ and ► arrow buttons. At times you will also use the keyboard on the JBC.</p>
	<p>9. Use the keypad to type in the Polling Place I.D. (Identification Number).</p>	<p>To locate the I.D. for a polling place, refer to the BOSS “Polling Place List... Summary” report for Early Voting or Election Day.</p>
<p style="text-align: center;">No Screen Change</p>	<p>10. Press the ► next to Accept, or press the ENTER button on the keypad.</p>	
	<p>11. Press the ► next to YES if you are setting up the JBC for an Early Voting location.</p> <p><i>OR</i> Press the ◀ next to NO if you are setting up the JBC for an Election Day location.</p>	<p>THIS SCREEN MAY NOT APPEAR.</p> <p>This screen will not appear for Election Day polling places that were not used as Early Voting sites.</p>

Screen Shots:	Steps:	Details:
	<p>12. Press the ► next to YES if the polling place name is correct.</p> <p>OR Press the ◀ next to NO if either the polling place name or the Election mode is incorrect.</p> <p>STOP HERE IF NOT PRINTING THE ZERO TAPE.</p>	<ul style="list-style-type: none"> □ The “Election Identification” report prints. Leave this report on the JBC, to file with the other JBC reports. □ If you are not printing “Zero Tape” reports during the predefine process, power off the JBC at this time. Disconnect AC power and press the “H-C-V” keys simultaneously to shut off battery power without removing the battery key.
	<p>13. Press the ◀ next to Done.</p>	<p>You will not assign booths.</p>
	<p>14. Confirm that you are ready for the next step by pressing the ► next to Next.</p>	
	<p>15. The JBC prints a “Network Configuration” report.</p>	<ul style="list-style-type: none"> □ This report shows the booths assigned to the JBC. □ Leave the “Network Configuration” report to file with the other JBC reports, as directed by the local Elections Office.

Predefining Procedure for JBCs

Screen Shots:	Steps:	Details:
	<p>16. Press the ◀ next to Print Zero Tape.</p> <p>DO NOT OPEN POLLS.</p>	<p>The “Zero Tape” report displays the contests and options available on the ballot(s) for this polling place. It is proof that the JBC has no votes cast on it the first day of Early Voting and/or the start of Election Day.</p>
	<p>17. Power off the JBC by disconnecting the AC cable and battery key. File the JBC reports. File reports for each Polling Place separately.</p>	
	<p>18. Reconnect only the battery key and press the keyboard combination “H-C-V” to turn off battery power. (Poll workers will not have to reconnect the battery key in order to have JBC battery power.)</p>	<p>Disconnect the battery key for sites that will operate on battery power only.</p>
	<p>19. Prepare the JBC for shipping to the polling place according to local procedures.</p>	<p>This may include labeling the JBC box with the polling place and/or precinct name.</p>
	<p>20. Repeat with the next JBC.</p>	

Predefining the eScan Polling Place ID

Using this procedure, the HVS customer warehouse personnel can define the polling place on each eScan. This is an optional procedure that reduces the number of steps poll workers must complete when opening polls.

 For an eScan Preparation Checklist, refer to the Election Logs tab.

The Polling Place ID is a number associated with each polling place when the ballot is created in BOSS. The Polling Places are associated with the precincts for the polling place, and the precincts have contests associated with them, determining the ballot style. By predefining the Polling Place ID at the warehouse you:

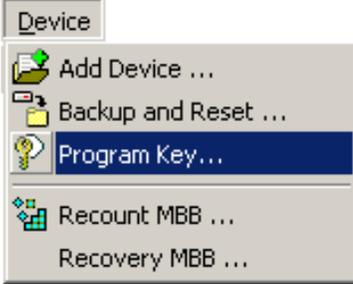
- Ensure that each polling place has the correct ballot styles
- Decrease the number of steps the eScan operator must complete in order to open polls
- Create a paper trail (the eScan reports printed at the warehouse) to verify that the eScan remained in a standby condition between the time it left the warehouse and the time that polls opened

Predefining Procedure for eScans

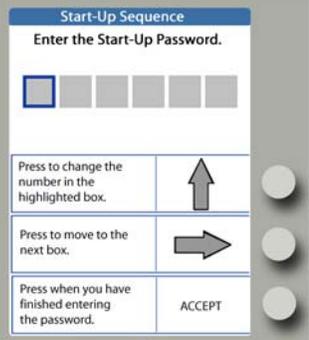
Materials

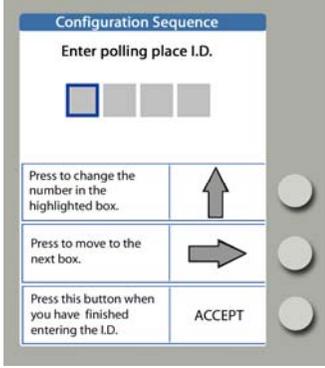
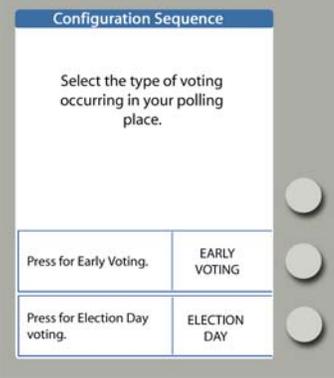
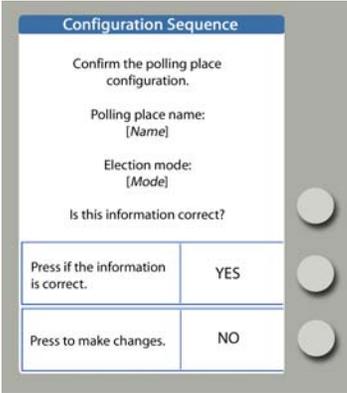
<input checked="" type="checkbox"/>	You Need:
<input type="checkbox"/>	eScans with power cable
<input type="checkbox"/>	An eCM for the election
<input type="checkbox"/>	A network crossover cable
<input type="checkbox"/>	Election Mode MBBs
<input type="checkbox"/>	Start-up Password for the eScans
<input type="checkbox"/>	Polling place ID numbers (from the BOSS "Polling Place List <EV or ED> Summary" report)
<input type="checkbox"/>	Ballot box security seals
<input type="checkbox"/>	A copy of a serial number tracking log ☞ For the eScan Serial Numbers Log, refer to the Election Logs tab.

Procedure

Screen Shots:	Steps:	Details:
	1. After logging in to SERVO, insert an eCM into a USB port on the PC and go to the Device menu and click Program Key .	If the signing key is already programmed, continue to the next page.
	2. Select the eScan radio button in the Program Key window.	<ul style="list-style-type: none"> <input type="checkbox"/> A message warns that eScan will be reset and Audit and CVR logs will be cleared. <input type="checkbox"/> The eScan serial number is displayed in the Serial Number field after it has been programmed.
No Screen Change	3. Attach a network crossover cable from the NIC port on the SERVO PC to the eScan NIC port in order to program the eScan with the signing key from the eCM.	Enter the PIN when prompted after connecting the first eScan.

Predefining Procedure for eScans

Screen Shots:	Steps:	Details:
	<p>4. Insert an Election MBB into the eScan.</p>	<ul style="list-style-type: none"> □ Insert the MBB with the Hart InterCivic label facing up and the connectors toward the eScan. □ You will feel the MBB “click” into place.
	<p>5. Attach the ballot box security seal to the MBB door.</p>	<p>When attaching a ballot box security seal, log the seal number and the eScan serial number.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;">  <p>The MBB <i>must</i> be sealed inside the eScan before you predefine the eScan for Election Day.</p> </div>
	<p>6. The Starting up screen appears briefly, and an “eScan Initialized” report prints.</p>	<p>Leave the “eScan Initialized” report on the device, to file with the other eScan reports.</p>
	<p>7. Enter the Start-Up Password provided by the local Elections Office using the buttons on the right side of the eScan screen. Press the button next to ACCEPT.</p>	<p>The eScan is a menu-driven device. It is operated by responding to prompts on the screen using the buttons next to the screen.</p>

Screen Shots:	Steps:	Details:
	<p>8. Enter the Polling Place I.D. (Identification Number) and press the button next to ACCEPT.</p>	<ul style="list-style-type: none"> □ Refer to the BOSS “Polling Place List... Summary” report for Early Voting or Election Day. □ If using the eScan for Absentee voting, the Polling Place I.D. is the I.D. assigned to Ballot Now on the BOSS Polling Places tab (usually the last in-person polling place I.D. number, plus one).
	<p>9. Respond to the eScan prompt to select the polling place type by pressing the button next to ELECTION DAY, EARLY VOTING, or ABSENTEE (Absentee not shown here).</p>	<p>This screen may not appear.</p> <p>The “Early Voting” choice will not appear for Election Day polling places that were not used as Early Voting sites. The “Absentee” choice may appear as the only option.</p>
	<p>10. Press the button next to YES if the polling place configuration is correct.</p> <p>OR Press the button next to NO if either the polling place name or the Election mode is incorrect.</p> <p>STOP HERE IF NOT PRINTING THE ZERO TAPE.</p>	<ul style="list-style-type: none"> □ The “Election Identification” report prints. Leave this report on the eScan, to file with the other eScan reports. □ If you are <i>NOT</i> printing “Zero Tape” reports during the predefine process, you can power off the eScan at this time.

Screen Shots:	Steps:	Details:
 <p>The screenshot shows a 'Configuration Sequence' screen with the following text: 'PVT: 000002 6:45 AM PUB: 000000', 'Print Zero Tape', '* Press Poll Worker button for administrator functions.', and a button labeled 'PRINT ZERO' with the instruction 'Press to print a Zero Tape.' below it.</p>	<p>11. Press the button next to PRINT ZERO.</p> <p>DO NOT OPEN POLLS.</p>	<p>The “Zero Tape” report displays the contests and options available on the ballot(s) for this polling place. It is proof that the MBB and the eScan device do not contain cast votes.</p>
 <p>Power Switch in the “OFF” Position</p>	<p>DO NOT OPEN POLLS.</p> <p>12. Power off the eScan by pressing the power switch to the “OFF” position.</p>	
	<p>13. Prepare the eScan for shipping to the polling place according to local procedures.</p>	<p>This may include labeling the eScan box with the polling place and/or precinct name.</p>
	<p>14. Repeat with the next eScan.</p>	

Post-Election Checklist

The following checklist is a guide for warehouse use after an election.

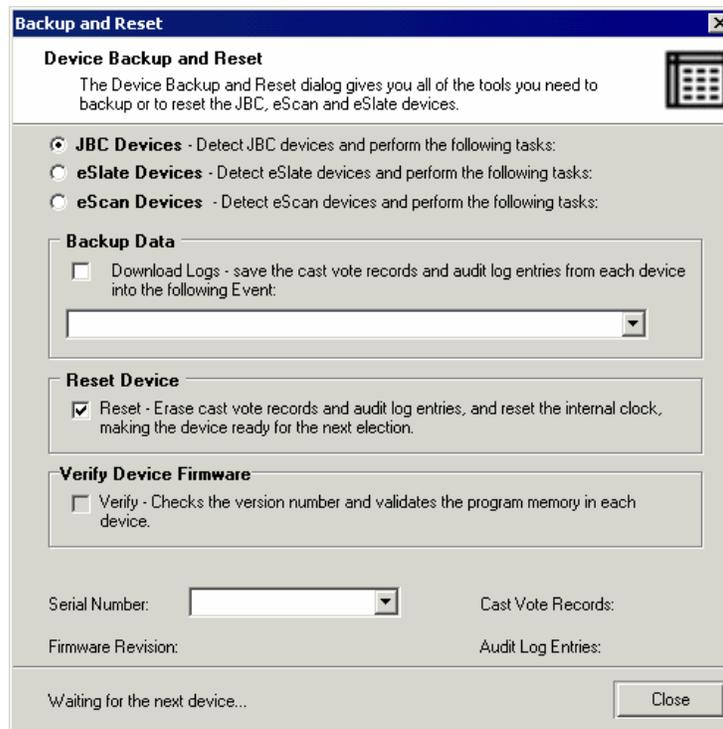
<input checked="" type="checkbox"/>	Task:
<input type="checkbox"/>	1. Tag, inventory, and log problems for devices from election that are in need of maintenance or replacement.
<input type="checkbox"/>	2. Remove MBBs from spare JBCs and/or eScans (if installed). (These MBBs may have already been removed and Talled as a security measure.)
<input type="checkbox"/>	3. Inventory and store MBBs from spare JBCs and/or eScans (if installed and available).
<input type="checkbox"/>	4. Disconnect, remove and label eSlate, DAU eSlate, and JBC battery packs with date and battery level.
<input type="checkbox"/>	5. Inventory and warehouse (or re-install) JBC, eSlate and DAU eSlate battery packs.
<input type="checkbox"/>	6. Remove, inventory, and warehouse audio cards.
<input type="checkbox"/>	7. Remove, inventory, and warehouse headphones and tactile input switches, or inventory and store in DAU eSlate booths.
<input type="checkbox"/>	8. Remove VBO printouts and store securely according to federal, state, and local guidelines.
<input type="checkbox"/>	9. Replace VBO paper rolls.
<input type="checkbox"/>	10. Remove and store VBO printer battery clips.
	11. Clean VBO printer with a pressurized air canister ("canned air").
	12. Replace VBO printers in booths.
<input type="checkbox"/>	13. Import the firmware verification file in SERVO to verify consistent firmware during the election cycle.
<input type="checkbox"/>	14. Back up (via SERVO, to separate events) Early Voting and Election Day eSlates and DAU eSlates (including spares) and verify firmware. ☞ Back up information logged in "JBC and eSlate Serial Number Log." Refer to the Election Logs tab.
<input type="checkbox"/>	15. Back up (via SERVO, to separate events) Early Voting and Election Day JBCs and/or eScans (including spares) and verify firmware. ☞ Back up information logged in "eScan Serial Numbers Log." Refer to the Election Logs tab.



Verifiable Ballot Option Unit

Post-Election Checklist

<input checked="" type="checkbox"/>	Task:
<input type="checkbox"/>	16. Inventory and reset JBCs, eSlates, DAU eSlates, and/or eScans via SERVO (SERVO audit log records “erased” devices). <ul style="list-style-type: none"> • Log reset information. <p style="margin-left: 40px;">☞ Refer to the <i>SERVO Operations Manual</i> on page 291.</p>
<input type="checkbox"/>	17. Clean JBC, eSlate, DAU eSlate, and/or eScan screens (spray ammonia-free window cleaner on a clean cloth and wipe screen). <p style="margin-left: 40px;">☞ Refer to “Maintenance Procedures” on page 19.</p>
<input type="checkbox"/>	18. Clean eScan scanner path with a pressurized air canister (“canned air”).
<input type="checkbox"/>	19. Warehouse JBCs, eSlates DAU eSlates, and/or eScans. <p style="margin-left: 40px;">☞ Refer to “Storage Procedures” on page 15.</p>
<input type="checkbox"/>	20. Perform routine maintenance tasks. <p style="margin-left: 40px;">☞ Refer to “Maintenance Procedures” on page 19.</p>
<input type="checkbox"/>	21. Ship damaged JBCs, eSlates, DAU eSlates and/or eScans for maintenance or replacement.
<input type="checkbox"/>	22. Print, export and file SERVO “Audit Log” report.
<input type="checkbox"/>	23. Test equipment functionality before next election cycle. <p style="margin-left: 40px;">☞ Refer to “Polling Place Equipment Acceptance and Functionality Test Procedures” on page 37.</p>



SERVO Reset JBC Devices

Appendices

Appendix A: Election Logs

This appendix lists and describes the election logs in the Hart Voting System.

- Device and Booth Functionality Logs
 - Completed when equipment Acceptance Tests are performed and during Functionality Tests between election cycles
 - Document functionality of equipment
- MBB Labels
 - One label per MBB, Audio, or Demo card
 - Label PC cards as MBB or Audio cards after they are written in BOSS
 - Identify Test or Election mode
 - Indicate device type and polling place, if applicable
 - Check Rally or Tally, if applicable
- Logic and Accuracy Test (LAT) Log
 - One log per LAT
 - Filled in when LAT is performed
 - Helps organize and certify LAT process
- Equipment Preparation Checklists
 - Completed during election equipment preparation
 - Helps organize election equipment preparation process
- Device and MBB Tracking Log
 - One log per election
 - Started when MBBs are written in BOSS
 - Continued as MBBs are installed into voting devices
 - Tracks MBBs from creation to installation into voting devices
- Ballot and Seal Certificate
 - Started as MBBs are installed in JBCs or eScans
 - Copy of certificate follows MBB
 - Completed as MBBs are removed
 - Certifies voting device seal number and final access code or ballot count
- Device Serial Number Log
 - One log per JBC “string” of eSlates
 - One log for eScans
 - Completed as MBBs are inserted in JBCs and/or eScans, as MBBs are removed, and as equipment is backed up and later reset
 - Helps organize voting devices being backed up and reset

- Reconciliation Logs
 - One log per JBC or eScan
 - One full entry per day of voting
 - Completed at the polling place to verify that the number of voters checked in equals the number of access codes/ballots voted
 - Log is designed for mounting on one side of the main envelope (9 x 12 or larger)
- Canceled Booth/Spoiled Ballot Log
 - One log per JBC or eScan
 - Provides record of date, time, and reason for canceling booths/spoiling ballots
 - Spoiled paper ballots go into the envelope
 - Log is designed for mounting on one side of the main envelope (9 x 12 or larger)
- Daily Reports Envelopes
 - One letter-size envelope per day, per voting device for all device reports and for expired access codes
 - Voting device tapes are filed in letter-size Daily Envelopes and transferred within the larger (9 x 12) Main Envelope
- Help Desk Call Log
 - One entry per call
 - Completed as poll workers and election officials call the Help Desk
 - Documents number and types of calls, as well as resolution of issues
- Troubleshooting Call Log
 - One entry per call
 - Completed as poll workers and election officials call the field technicians
 - Documents number and types of calls, as well as resolution of issues
 - Coordinate with Help Desk Call Log
 - Coordinate with Out-of-Service Equipment tag
- Replacement Paper Ballot Log and Envelope
 - One form from each paper ballot processing location (Ballot Now or eScan)
 - Completed if ballots are replaced
 - Logs ballot serial numbers and reason for replacement
 - Stores original ballot
- MBB Transfer Envelope
 - One envelope per MBB or per polling place
 - Organized and labeled container for MBB, voting device seal, and ballot seal certificate after the MBB is removed from the voting device and transferred to Tally

Appendix B: JBC and eSlate Battery-Only Operations

This table provides background information on JBC and eSlate battery-only operations, including “timeout periods” (periods of inactivity allowed before battery automatically shuts off).

Battery-Only Operations Shutoff Options			
JBC			
State	Screen	Timeout Period*	H-C-V Operable?*
Open Polls	Printer Error	2 minutes	Yes
	Insert MBB	2 minutes	Yes
	Enter Polling Place ID	2 minutes	Yes
	Early Voting Question	2 minutes	Yes
	Incorrect Polling Place ID	2 minutes	Yes
	Booth Assignment	2 minutes	Yes
	Booth Assignment Complete Next/Start Over	2 minutes	Yes
	Print Zero Tape	NA	No
	Please Wait (Zero Tape)	NA	No
	Ready to Open Polls	NA	No
	Open Polls Password	NA	No
	Password Incorrect	NA	No
Polls Suspended or Closed	Polls Open	NA	No
	Polls Suspended/Closed	2 minutes	No
	Please Wait (Processing/Printing Report)	2 minutes	No

*If the JBC “times out” or the H-C-V key combination is used, battery power is restored by either connecting to AC power or by disconnecting the JBC battery key and battery packs, then reconnecting the JBC battery key and battery packs.

Any key press, actively printing or processing a report resets the timeout period.

eSlate	
State	Timeout Period
Booth Not Yet Assigned	5 minutes
Disconnected from JBC (No Ballot on eSlate)	5 minutes
Connected to a JBC that is turned off (No Ballot on eSlate)	5 minutes
Ballot on eSlate	NA
Error or Alert Screen	NA
If JBC “Times Out”	Immediate
Polls Suspended or Closed	Immediate

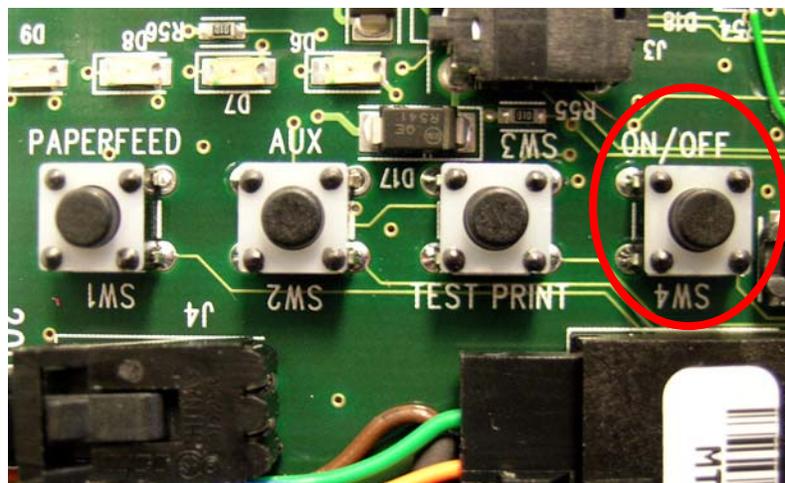
Appendix C: VBO Battery-Only Operations

This table provides background information on VBO battery-only operations, including “timeout periods” (periods of inactivity allowed before battery will automatically shut off). A fully charged battery pack is 9 to 9.6 V.

State	Timeout Period
Disconnected from eSlate	30 seconds*
State	Battery Life
Connected to eSlate	2 Hours**
State	Battery Life
In “Sleep” mode (disconnected from eSlate)	9 months

*Power on “sleeping” VBO printer with battery power by pressing microswitch 4, ON/OFF.

**Assuming a three-page ballot is printed every five minutes.

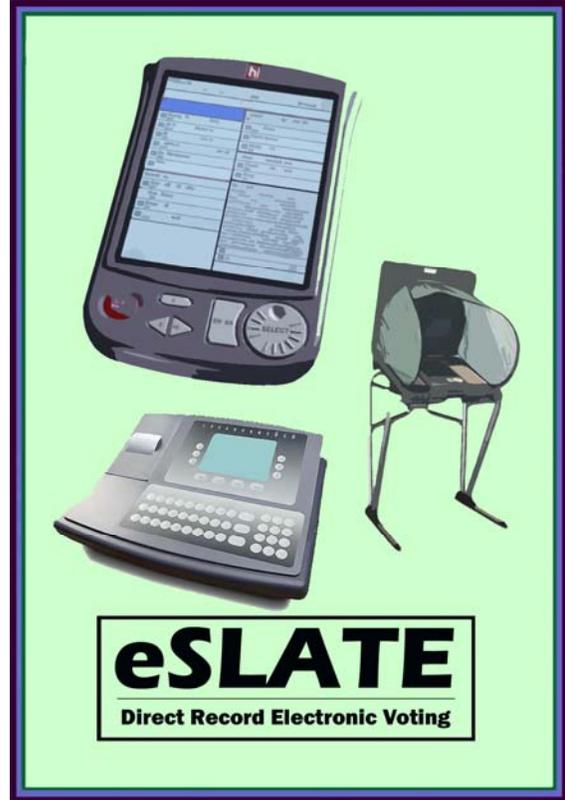


VBO Microswitches

Notes

Notes:

Establishing Procedures for Field Technicians and Help Desk Operators



Hart Voting System System Version 6.2 Series

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Field Technician Responsibilities and Training 119

Help Desk Operator Responsibilities and Training 122

Introduction

Field technicians and Help Desk operators should be personnel taken from the ranks of staff and temporary employees who are experienced with the polling place equipment. Local poll worker trainers, for example, make excellent Help Desk operators. Field technicians are often hired as part-time technical support.

Field technicians and Help Desk operators should receive the Hart Voting System Troubleshooting Course training specific to locally implemented equipment immediately prior to the election event.

Field technicians and Help Desk operators should keep detailed logs. These logs should be cross-referenced whenever possible. Help Desk Logs should be serially numbered per operator. Calls from the polling places should come into the Help Desk. Help Desk operators should attempt to solve problems over the phone. If a field technician is dispatched, that call should come from the Help Desk, and the field technician should be given the Help Desk log number to use as a Troubleshooting Log number. A real-time Help Desk database set up to track calls, and equipment movement (e.g., equipment moved due to high turnout at a particular polling place), is an excellent tool. Logs are an excellent source of historical data that can help to prevent problems during future election events.

Field technicians should have appropriate documentation and equipment. Refer to the following pages in this section for these details. Field technicians should be assigned a group of polling places in a geographical area. Depending on the implementation, there should be one field technician per 5-25 polling places. Technicians should start the day at an assigned polling place. It is essential for field technicians to begin the day by introducing themselves to lead poll workers. It is good practice to start technicians at a polling place where poll workers have a history of problems, did not do well in their courses, have voiced concern, and/or are short-handed. Technicians may use the Troubleshooting Logs to document observations. Technicians should visit their assigned polling places several times a day. Technicians should end the day at a polling place that has displayed a need for assistance at polls closing time. Situations that require true troubleshooting activities should be handled by the technician calling the Help Desk for a log number (document at the Help Desk, and the Help Desk supplies the technician with that log number).

The Help Desk should have one phone per operator. The Help Desk number should be shared with poll workers often, both in training and in documentation. The Help Desk number should roll to an open phone when operators are on calls. Depending on the implementation, there should be one Help Desk operator per 25-100 polling places. Each operator should have a series of uniquely numbered logs (e.g., "1-001" through "1-100"). There should be at least one Help Desk manager in charge of general management and dispatch of field technicians. It is imperative that the Help Desk is set up with at least one replica of a polling place system in use in the jurisdiction supported (e.g., a JBC with the current election in TEST mode, an eSlate, with VBO if applicable, and a DAU eSlate with an audio card, and/or an eScan). Help Desk operators will use this setup to walk through problems poll workers are reporting, in order to provide real-time solutions. It is also important that Help Desk operators remain calm and courteous.

The following Field Support Responsibilities and Help Desk Operator Responsibilities sections are also available as separate documents appropriate for customization and dispersal during Troubleshooting Course training.

-  For the Help Desk Call Log, refer to the Election Logs tab.
-  For the Polling Place Troubleshooting & Observation Log, refer to the Election Logs tab.

Field Technician Responsibilities and Training

This section outlines the basic equipment responsibilities of the field technicians assigned to support polling places for an election event.

- Technicians are responsible for troubleshooting assistance on equipment at the polling places, and documentation thereof.
- Troubleshooting should occur in a timely manner.
- As little time as possible should be spent at the polling place in order to reduce possible distractions to voters.
- Technicians should only communicate with Election Judges or their designees, **NOT** with voters.
- Technicians should not leave a cell phone number with poll workers.
- Technicians should speak to poll workers calmly and with respect.
- Technicians should dress in business casual attire, displaying no visible printed messages.
- Technicians should refer media to the Registrar of Voter's office.

The responsibilities outlined on the following page are only an example. Field technician responsibilities will vary per implementation.

Task		Department Responsible	Notes
Start of Day	Deliver Equipment	Co. or Individual Entities	
	Start with a screwdriver set, needle-nosed pliers, and a flashlight	Technician	Technician provides
	Start with 1 JBC, 1 DAU, 1 eSlate, 1 VBO, and/or 1 eScan	Technician	Also batteries, printer paper, seals, Troubleshooting Log, as necessary
	Start the day at an assigned polling place and call in	Technician	Call in <number>
	Set Up booths	Poll Workers	
	Set Up voting equipment	Poll Workers	
	Open Polls	Poll Workers	
End of Day	Close Polls	Poll Workers	
	Print device reports Tally Report for Election Day	Poll Workers	
	Deliver sealed device/MBB, to the appropriate drop off location.	Poll Workers	
	Take down booths	Poll Workers	
	Set booths and all other equipment aside in designated area for pick up	Poll Workers	
	End the day at an assigned polling place and call in	Technician	Call in <number>
	At the end of the day, deliver excess replacement equipment and troubleshooting logs to the designated site and call in once delivery is complete	Technician	Return Equipment Call in <number>
General Troubleshooting	Reply to calls from the central Help Desk and obtain log number for cross-reference.	Technician	Log & Record log #
	Throughout the day check in at assigned polling places and ask Election Judge if any technical assistance is needed	Technician	Log, no log # necessary
	Complete troubleshooting/observation log per call and/or site visit	Technician	Fill in log number from Help Desk for troubleshooting, NOT for observations
	Assist in equipment problems at polling places (not procedures)	Technician	If call did not come from Help Desk, do not fill in log number. If you need to contact the Help Desk for assistance, a log number will be assigned.
	Pull faulty equipment out of service if necessary: <ul style="list-style-type: none"> • Tag equipment. • Secure booths with a seal • DO NOT remove equipment from the polling place 	Technician	Replace equipment only under direction from Help Desk operators. Tag equipment. Secure booths that are pulled offline with a seal. Record both the ballot box seal number and equipment S/N's in the troubleshooting log. Leave original equipment at the polling place.

Field Technician Equipment List

- Field technicians should receive training just prior to the election event.
- Use documentation during training and send that documentation with technicians after training.
- An efficient way to distribute equipment is to check it out to technicians after training.
- An efficient way to collect equipment at the end of the election event (e.g., Election Night) is to set up a check-in station specifically for field technicians at the central counting station and/or at substations.

Documentation

- Responsibilities document
- Troubleshooting Procedures section in the *Hart Voting System Support Procedures Training Manual*
- Applicable Troubleshooting Addendums
- Maps
- Cluster List (Polling Place Assignments)
- "Polling Place Summary" report from BOSS (Polling Place ID list)
- Polling Place Operations Desk Reference
- Troubleshooting Log

Hardware

- Cell phone
- Screwdrivers, needle-nose pliers, and a flashlight
- "Generic" JBC (sealed with MBB, not predefined)
- eSlate
- DAU eSlate (with or without audio card)
- "Generic" eScan (sealed with MBB, not predefined)
- Replacement VBO printers
- Voting device printer paper
- Equipment battery packs
- Extra seals

Help Desk Operator Responsibilities and Training

This section outlines the basic responsibilities of Help Desk operators assigned to support polling places on Election Day.

- Help Desk operators are responsible for providing phone line troubleshooting assistance on equipment at the polling places, documenting assistance provided, determining when on-site support is needed, and contacting technicians for on-site support.
- Operator attire during Help Desk hours should be both comfortable and professional.

Hours:

<TIME> a.m. through <TIME> p.m.

Work out breaks as needed and as time allows. Ideally, operators will get two 30-45-minute meal breaks during the day.

Procedures for Help Desk Operators:

1. Receive calls from the polling places. Answer with: “<Jurisdiction Name> Help Desk, this is <Your First Name Here>.” No matter the situation, be calm and courteous.
2. Log every call on a separate Help Desk Log. Use the Help Desk Log packet specific to your assignment. Fill in the log completely as you proceed through providing assistance.
3. Use your Desk Reference as a first resource and walk poll workers through procedures, referring to page numbers in the Desk Reference.
4. Use your Troubleshooting Procedures guide as a second reference.
5. If the poll worker is still having trouble, tell him/her that you will send a technician out. Managers will call for technicians. Temporarily transfer the Help Desk Log to a manager so that the information therein can be communicated. The name of the technician dispatched should be recorded on the Help Desk Log, and the log should be returned to you. File logs sequentially and retain the file folder.
6. If you do not hear back from the troubleshooting technician or the polling place within the hour, make a follow-up call and record it on the original Help Desk Log.

Help Desk Log Management

Each Help Desk operator should have a set of uniquely numbered logs. These logs should be assigned per operator, so that questions can be directed back to the operators, should questions arise later.

Log Series	Assigned to Operator Name
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	

Help Desk Operator Equipment List

Help Desk operators should receive training just prior to the election event. Even though documentation may be used in training, provide new sets of documentation at the Help Desk.

Documentation

- Responsibilities document
- Troubleshooting Procedures section from Hart Voting System Support Procedures
- Applicable Troubleshooting Addendums
- "Polling Place Summary" report from BOSS (Polling Place ID list)
- Polling Place Operations Desk Reference
- Help Desk Log
- Maps (at least one set per Help Desk)
- Index to field technician clusters and cell phone numbers (for Help Desk manager)
- Index to polling place names, addresses, phone numbers, and lead poll worker names (for Help Desk manager)

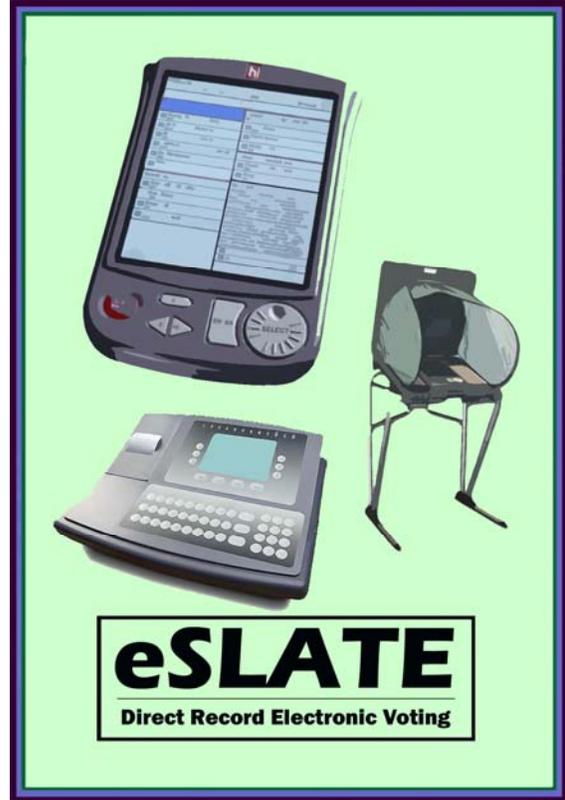
Hardware

- One set of polling place equipment set up in TEST mode (Early Voting or Election Day, as applicable)
- White board and markers

Notes

Notes:

Troubleshooting Procedures for Support Personnel



Hart Voting System System Version 6.2 Series

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Troubleshooting Logs

Help Desk Call LogRefer to the Election Logs tab
Polling Place Troubleshooting & Observation LogRefer to the Election Logs tab
Out of Service Equipment TagRefer to the Election Labels tab

Introduction

This document mirrors the Polling Place System Desk Reference troubleshooting guide, with added details for support personnel when solving problems for poll workers. The troubleshooting measures outlined in this document are in the same order in which they appear in the Polling Place System Desk Reference.

The Help Desk Call Log is included here for use by trained local support personnel at the Elections Office Help Desk. The log includes fields for documentation of the Help Desk operator name, time, date, polling place site calling, caller, problem, resolution, and call back confirmation. This log, or one like it, should be used to document and track problems encountered.

 For the Help Desk Log, refer to the Election Logs tab.

Field personnel providing technical support should also use a log, and for that reason the Polling Place Troubleshooting & Observation Log is included here. Information recorded in this log should be cross-referenced to the Help Desk Call Logs used. Log serial numbers should be used for this purpose.

 For the Polling Place Troubleshooting & Observation Log, refer to the Election Logs tab.

Post election debriefing meetings should include an analysis of logs to determine issues that need resolution and how those resolutions will take place, and to identify issues that can be prevented in future election events.

Taking a Systematic Approach to Troubleshooting

When faced with a troubleshooting situation, apply this systematic troubleshooting approach:

1. Remain calm.
2. Identify the issue, or the symptoms, as reported.
3. Gather further information.
 - Think broadly.
 - Do not jump to conclusions.
 - Ask questions.
4. Establish a theory to explain the source of the problem.
5. Research resolution steps, based on your theory.
 - Use documentation available to you to identify the resolution steps necessary.
6. Attempt resolution.
7. Check for success.
8. Repeat.

Remember, as with all electronics systems, many equipment issues can be solved by simply checking connections.

eSlate Polling Place System Troubleshooting Quick Reference

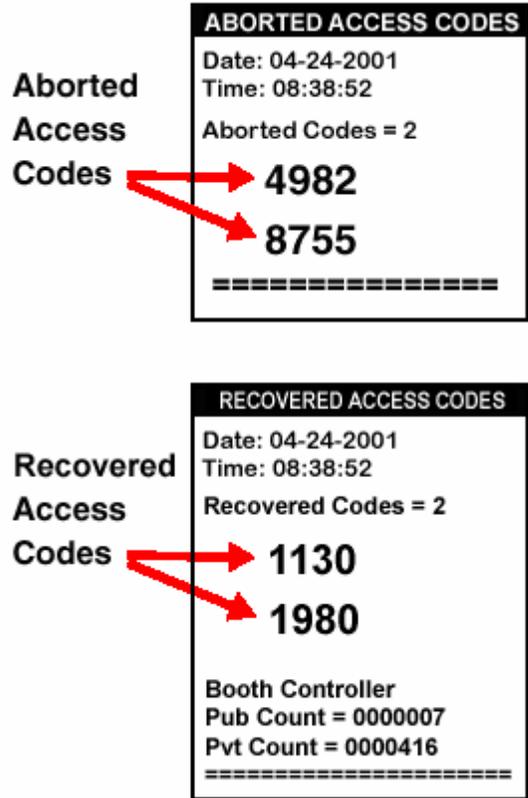
Problem:	Resolution Steps:	Reference:
AC power fails without battery backup	When AC power returns, refer to the JBC “Aborted Access Codes” report to print new access codes for voters.	<input type="checkbox"/> Power fails <input type="checkbox"/> Aborted Access Code report
AC power fails, but battery power takes over	No resolution needed. Be aware that the JBC may get warm if running on battery for an extended period of time.	<input type="checkbox"/> Battery operations <input type="checkbox"/> Power fails <input type="checkbox"/> Power status
Audio card removed	A. If the card is in the DAU card slot, push to ensure that it is fully engaged. Restart the system. B. If the card is missing, restart the system without the card. Call the local elections office and inform them of the missing card.	DAU audio card removal/error
Batteries do not work	A. Check that the batteries are present. B. Check that the batteries are connected correctly. C. Check that the batteries are fresh. Batteries should have a power indicator 1-7, and a date tested. Low readings or test dates over 3 months old may indicate low batteries. D. If necessary, request new batteries.	<input type="checkbox"/> Connecting eSlate batteries <input type="checkbox"/> Connecting JBC batteries <input type="checkbox"/> When eSlate or JBC batteries do not work
Batteries shut off before close polls reports are done.	A. Remove the JBC battery key. B. Turn the JBC over on a soft surface. C. Disconnect the battery connections. D. Wait a minute then reconnect. E. Replace the JBC battery key. F. Finish printing reports.	JBC and eSlate battery power when closing polls
Close Polls button pushed too early	A. In Early Voting, restart the system. B. On Election Day, replace the JBC.	Close Polls button pushed too early
Darkened display screen	A. If the unit has been in direct sunlight, or in a closed vehicle, move it to a shaded, cooler, area. B. Check that the JBC is not running on battery power alone, if AC power is accessible.	Darkened eSlate or JBC screen
eSlate or DAU eSlate does not work (one, or several in a series)	Verify firmware/software versions on eSlates and JBC. Look at the “Network Configuration” report and check that the correct firmware/software versions are installed. (Check with jurisdiction for correct versions.) If the versions are incorrect contact the jurisdiction for replacement equipment.	eSlate or DAU eSlate does not work

Problem:	Resolution Steps:	Reference:
<p>eSlate or DAU eSlate does not work (one, or several in a series)</p> <p>If a condition exists where one or more eSlates are displaying error or alert messages, there is probably a bent pin somewhere in the line.</p>	<p>A. Check the JBC booth status lights, and check cable connections to the booth of the first problem eSlate and from the back of the booth to the eSlate. Look for bent pins at connections, starting with the eSlate before the one exhibiting problems. If bent pins exist, either</p> <ol style="list-style-type: none"> 1. Bypass that connection if possible (directly to the eSlate, bypassing the booth), or 2. Pull that piece of equipment, or 3. Straighten the pins with needle-nose pliers. <p>B. Restart the system. If there was an Internal Alert error on the malfunctioning equipment, disconnect that unit's battery pack after powering off the JBC and reconnect the battery pack, then power on the JBC.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> eSlate or DAU eSlate does not work <input type="checkbox"/> eSlate replacement
eSlate unavailable	<p>A. Wait for current voters to finish voting and restart JBC.</p> <p>B. When prompted by the JBC screen message, press ENTER on each eSlate to assign booth numbers.</p>	"Unavailable" screen display on eSlate
Extra access codes	<p>A. On the back of the extra access code, write a note explaining what happened.</p> <p>B. File the access code in the appropriate envelope. The access code will appear as Expired on the end-of-day reports.</p>	Extra Access Codes
Headphones and Tactile Input Switches do not work	Check that volume control on headphones is pushed up and that connection to headphone jack and tactile input switches jack is secure.	DAU headphones or Tactile Input Switches do not work
Invalid card	Replace the JBC.	Invalid card
JBC does not work	<p>A. Check cable connections from the JBC (including power). Look for bent pins. If bent pins are found, straighten the pins with needle-nose pliers.</p> <p>B. Restart the system.</p> <p>C. If necessary, replace the JBC.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> JBC does not work <input type="checkbox"/> JBC fuse replacement <input type="checkbox"/> JBC replacement <input type="checkbox"/> Restarting JBC
JBC is hot or smells hot	<p>A. Check for bent pins at the Booth Out connection on the back of the JBC. Straighten any bent pins with all power off, and restart the system.</p> <p>B. Verify that the battery pack is connected correctly, not in reverse polarity.</p> <p>C. If problem persists, replace the JBC and restart the system.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Screen on JBC or eSlate is dark <input type="checkbox"/> Power status <input type="checkbox"/> JBC replacement

Problem:	Resolution Steps:	Reference:
MBB error	<ul style="list-style-type: none"> A. Check connections and restart the system. B. Call the Elections Office or Help Desk. 	MBB error
“Old Election Data” display on the eSlate screen	<p>The eSlate was not reset at the warehouse between election events.</p> <ul style="list-style-type: none"> A. Close the booth atop the offending unit. B. Make certain that all current voters have finished voting. C. Power off the system. D. Disconnect and pull the offending booth. E. Tag the booth with an Out of Service tag. 	“Old Election Data” message on eSlate
Printer error	<p>Check paper orientation</p> <ul style="list-style-type: none"> A. Check feed lever B. Check that printer is enabled 	<ul style="list-style-type: none"> <input type="checkbox"/> Printer errors/Disabled printer <input type="checkbox"/> Printer paper, changing
Reports after closing polls and powering off	<p>If you must restart the JBC to print “Tally”, “Access Code”, or “Write-In” reports after polls are closed:</p> <ul style="list-style-type: none"> A. Enter the Polls Close Password and press the ► next to Accept. B. From the JBC Polls Closed Screen, press the ► next to Print Tally, Access Code Report, or Print Write-In Report. 	Reports, printing
VBO error messages	<ul style="list-style-type: none"> A. Check power connection at top of VBO printer and at wall. B. Check eSlate data connection on back of eSlate (re-seat eSlate in booth). C. Replace VBO printer, if necessary. 	<ul style="list-style-type: none"> <input type="checkbox"/> VBO error codes and resolution steps <input type="checkbox"/> VBO printer, field replacement
Voter issues	(Not equipment issues, may not be applicable to troubleshooters)	<ul style="list-style-type: none"> <input type="checkbox"/> Voter enters wrong language choice <input type="checkbox"/> Voter gets wrong ballot style <input type="checkbox"/> Voter needs DAU features <input type="checkbox"/> Voter’s precinct I.D. on the JBC <input type="checkbox"/> Voter requests a receipt
Warning message displays on eSlate when going curbside	<p>Poll worker did not enter Access Code before disconnecting eSlate from the daisy chain.</p> <ul style="list-style-type: none"> A. If less than five minutes have passed, reconnect the eSlate to the system. B. Enter the curbside voter’s access code. C. Take the eSlate with the ballot to the curbside voter. <p> If more than five minutes have passed since you disconnected the eSlate from the daisy chain, the eSlate screen is blank. Refer to “Curbside eSlate errors” on page 140.</p>	Curbside eSlate errors

eSlate Polling Place System Troubleshooting Guide

Aborted and Recovered Access Code reports

Steps:	Details:
<p>1. If <i>all</i> power fails, an “Aborted Access Codes” report prints when power returns. The JBC also prints a “Recovered Access Codes” report if any ballots were successfully cast from an eSlate with battery backup while the JBC had no power. <u>Call the Elections Office or Help Desk if power fails.</u></p>	 <p>ABORTED ACCESS CODES Date: 04-24-2001 Time: 08:38:52 Aborted Codes = 2 4982 8755 =====</p> <p>RECOVERED ACCESS CODES Date: 04-24-2001 Time: 08:38:52 Recovered Codes = 2 1130 1980 Booth Controller Pub Count = 0000007 Pvt Count = 0000416 =====</p>
<p>2. Find the voters with the aborted access codes that appear in the “Aborted Access Codes” report and print new access codes for them.</p>	<p><i>Do not</i> print new access codes for any voters holding those access codes that appear in the “Recovered Access Codes” report.</p>

Steps:	Details:
<p>3. If backup power engages for the JBC, an “Aborted Access Codes” report does not print. Check access codes for voters who were on eSlates that did not have battery backup and issue a new code if the status of the original is reported as “Canceled.” Ballots that were not cast when power failed appear as canceled codes on the end-of-day “Access Code” report (part of the Suspend and Close Polls tapes).</p>	
<p>4. File “Aborted Access Codes” and “Recovered Access Codes” reports in the appropriate envelope. File all JBC tapes from restarting in the appropriate envelope.</p>	
<p>Support steps: None needed.</p>	

Battery operations

The JBC and eSlate batteries are designed to provide backup power when AC power is lost. When AC power is lost, the JBC and any eSlates with batteries continue to function as usual.

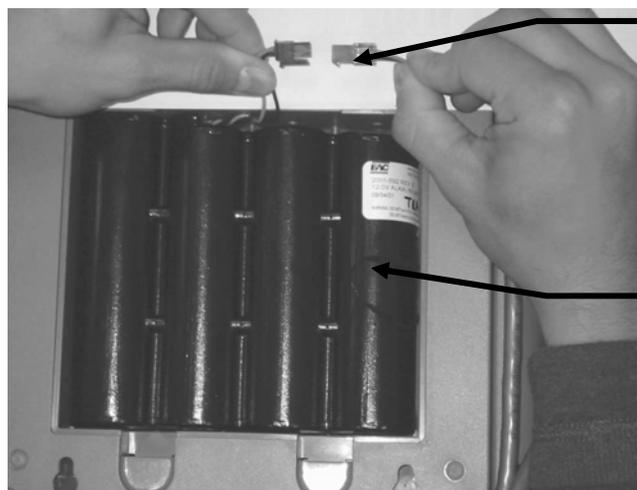
Connecting eSlate battery packs

This step may already have been performed at the warehouse.

Once you have powered up the JBC, the eSlate runs on the AC power until it is disconnected from the daisy chain in order to take it to the curb, or until there is an AC power failure. If properly installed, eSlate battery packs are available to provide DC power for curbside or emergency.

- The eSlate's battery pack lasts for at least 18 hours.
- If needed, replace eSlate batteries while the eSlate is connected to the daisy chain.

Steps:	Details:
1. If you are directed to install a new battery pack, turn the eSlate over onto a soft surface and remove the battery compartment door.	The battery pack has a slot in one of the corners that should go right underneath the battery plug on the eSlate. This is where the wires tuck in so that the door to the battery pack can close. The battery compartment is on the back of the eSlate, near the bottom.
2. Insert the battery pack with the plug in the upper right corner, the loop facing up and on the right side (see picture below).	
3. Position the battery pack connection so that the red and black wires are in line with each other.	
4. Connect the battery pack into its plug and tuck the wires into the slot.	
5. Close the door and continue with eSlate setup.	
Support steps: Check battery power level with the Battery Tester. Replace if necessary.	



In this photo the top wires are red.

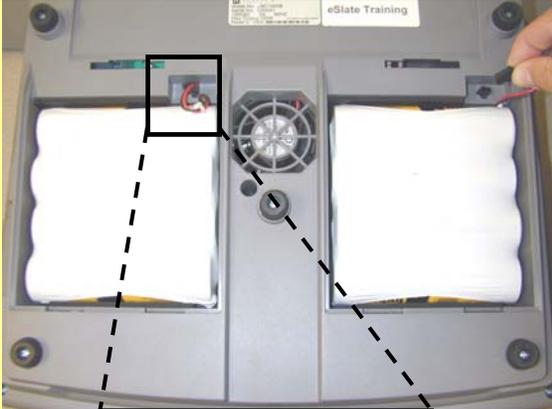
Battery Pack Loop

When connecting the battery pack, make certain that the red and black wires are in line.

Connecting JBC battery packs

This step may already have been performed at the warehouse.

In order to connect the JBC battery packs, follow these steps:

Steps:	Details:
1. Carefully turn the JBC over onto a soft surface so that you can access the battery compartments.	  <div style="display: flex; justify-content: space-around; width: 100%;"> <div style="border: 1px solid black; padding: 2px;">Black wire</div> <div style="border: 1px solid black; padding: 2px;">Red wire</div> </div>
2. Open both battery compartments.	
3. Connect the JBC battery packs to the JBC so that the black wire is to the left and the red wire is to the right.	
4. Close the battery compartments and return the JBC to its upright position.	
5. Plug the JBC battery key into the Aux DC port, if it is not already connected.	 <p style="text-align: center;">JBC Battery Key</p>
6. If the JBC is not connected to AC power, the JBC will power on if the batteries are connected. If the JBC is connected to AC power, and if the batteries are connected correctly, the power status on the JBC screen will read, "BATT [OKAY]".	
Support steps: Check battery power level with the Battery Tester. Replace if necessary.	

JBC and eSlate battery power when closing polls

When operating on battery power only, JBC battery power is automatically shut off after two minutes once the polls are suspended or closed. eSlate power is cut off immediately after suspending/closing polls. There is no need to disconnect the eSlate batteries or the JBC battery key.

If the JBC is running on battery power ONLY and the battery shuts off before all close polls reports are printed:

Early Voting:	Election Day:
<ol style="list-style-type: none"> 1. Disconnect the JBC battery key. 2. Turn the JBC over on a soft surface, open the battery compartments on the back of the JBC and unplug both battery connections. 3. Wait a minute, and reconnect the battery connections. Close the battery compartments. 4. Reconnect the JBC battery key. 5. On the JBC, press ◀ Done. 6. Press ▶ Next. 7. Press the Close Polls button. 8. File reports in the appropriate envelope. The JBC battery power will shut off automatically. 	<ol style="list-style-type: none"> 1. Disconnect the JBC battery key. 2. Turn the JBC over on a soft surface, open the battery compartments on the back of the JBC and unplug both battery connections. 3. Wait a minute, and reconnect the battery connections. Close the battery compartments. 4. Reconnect the JBC battery key. 5. On the JBC, press ▶ Print Write-In Report. 6. On the JBC, press ▶ Print Tally. 7. File reports in the appropriate envelope. The JBC battery power will shut off automatically.
Support steps: None needed	

Battery power can be verified any time of the day by checking the power status on the JBC and eSlates.

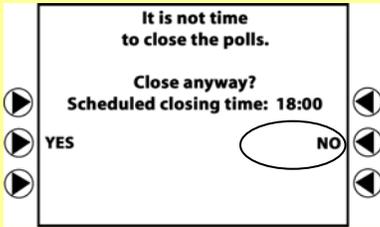
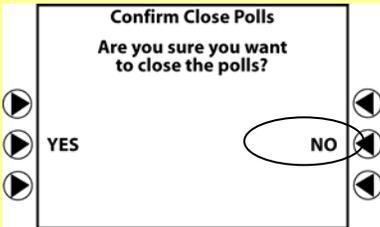
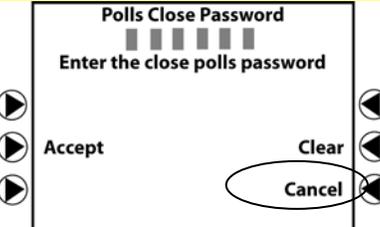
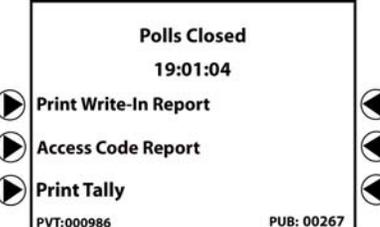
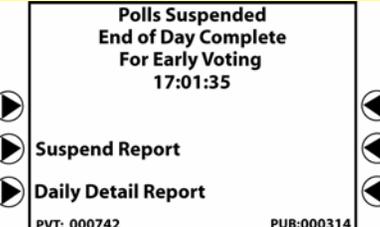
☞ Refer to “Power Status” on page 169.

eSlate or JBC batteries do not work

JBC battery:
<ol style="list-style-type: none"> 1. Disconnect the JBC battery key. 2. Turn the JBC over on a soft surface, open the battery compartments on the back of the JBC and unplug both battery connections. 3. Wait a minute, and reconnect the battery connections. Close the battery compartments. ☞ Refer to “Connecting JBC battery packs” on page 137. 4. Reconnect the JBC battery key.
eSlate battery:
<ol style="list-style-type: none"> 1. Open the battery compartment on the back of the eSlate and check connections ☞ Refer to “Connecting eSlate battery packs” on page 136. 2. Press the CAST BALLOT and ENTER buttons at the same time. <p style="text-align: center;">If the batteries still do not work, <u>call the Help Desk</u>.</p>
Support steps:
Check battery power level with the Battery Tester. Replace if necessary.

Close Polls button pushed too early

If someone has pushed **Close Polls** before closing time, follow these steps:

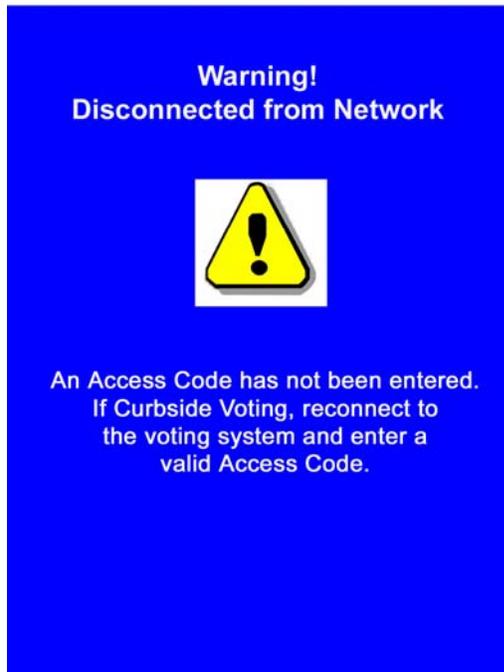
Steps:	Details:
<p>1. If you are on the It is not time to close the polls screen, press the ◀ next to NO and continue normal operations.</p>	
<p>2. If you are on the Confirm Close Polls JBC screen, press the ◀ next to NO and continue normal operations.</p>	
<p>3. If you are on the Polls Close Password screen, press the ◀ next to Cancel and you will return to the Polls Open Menu.</p>	
<p>4. If it is Election Day, and you are on the Polls Closed screen, <u>call the Elections Office or Help Desk</u>.</p>	
<p>5. If it is an Early Voting day and you are already on the Polls Suspended screen, disconnect the JBC from all power sources. Then power on the JBC, assign booths, and continue processing voters.</p>	 <p style="text-align: center;">File all tapes printed in the appropriate envelope.</p>
<p>Support steps: For step #4 above, the JBC must be reset or replaced in order to continue processing voters. If it is the beginning of the election and no voters have cast ballots to that JBC, it may be reset. NEVER RESET EQUIPMENT IN THE FIELD. If the JBC contains any cast votes, it must be replaced. Check for cast votes by looking at the PUB count in the lower right corner of the JBC screen.</p> <p>☞ Refer to page 159 for JBC replacement procedures.</p>	

Curbside eSlate errors

The curbside eSlate was disconnected before entering the voter's access code

If the eSlate has been disconnected for less than five minutes:

1. A warning message appears on the eSlate screen. If the screen is blank, refer to the steps in the following section.



2. Reconnect the eSlate to the system.
3. Wait for the Select Language or Access Code page to reappear.
4. Enter the curbside voter's access code.
5. Take the eSlate with the ballot to the curbside voter.

If the eSlate has been disconnected for more than five minutes:

1. The eSlate screen is blank.
2. Plug the curbside eSlate back into the daisy chain.
3. Wait until all voters currently on eSlates have finished voting and unplug the JBC from all power sources (AC and battery key). **DO NOT CLOSE POLLS.**
4. Plug the JBC back into all power sources. File all reports that print in the appropriate envelope.
5. Reassign booth numbers to the eSlates.
6. Enter Open Polls Password.
7. Re-enter the access code into the curbside unit.
8. Disconnect the curbside eSlate from the daisy chain and take it to voter.

The curbside eSlate was disconnected and does not have battery power

1. Check the eSlate battery connection. Make sure it is connected correctly.
 - ☞ Refer to “Installing the eSlate battery pack” on page 136.
2. Check that the battery backup is working by pressing **CAST BALLOT** and **ENTER**. If it is not working, replace the battery with a new one.
3. Plug the curbside eSlate back into the daisy chain.
4. Wait until all voters currently on eSlates have finished voting and unplug the JBC from all power sources (AC and battery key). **DO NOT CLOSE POLLS.**
5. Plug the JBC back into all power sources. File all reports printed in the appropriate envelope.
6. Reassign booth numbers to the eSlates.
7. Enter Open Polls Password.
8. Issue a new access code for the voter. Enter the access code into the curbside unit.
9. Disconnect the curbside eSlate from the daisy chain and take it to voter.

Support steps:

Check battery power level with the Battery Tester. Replace if necessary.

DAU audio card error

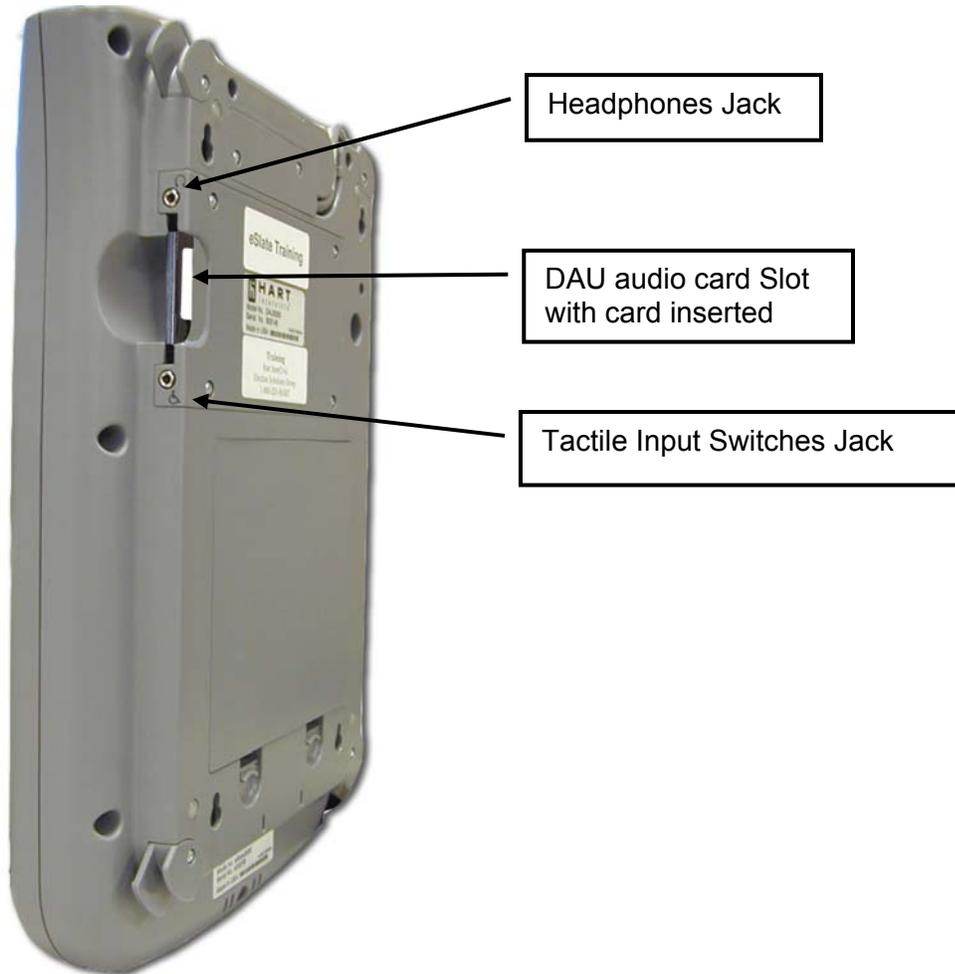
Steps:	Details:
1. If a DAU audio card error occurs, make sure that the DAU audio card is in the slot, and then push on it to make sure it is fully engaged.	
2. If the DAU audio card is missing, make sure that the eSlate in question is supposed to be used as a DAU eSlate, and locate the DAU audio card. Proceed to step 5.	

**This side UP.
This end
goes into the
DAU eSlate.**



3. If “Audio Card is an MBB” appears on the eSlate, remove the MBB from the DAU eSlate and locate the correct DAU audio card. Proceed to step 5.	This card was written with election data and contains no audio files.
4. If “Audio Card Election Mismatch” appears on the eSlate, remove the audio card from the DAU eSlate and locate the correct DAU audio card. Proceed to step 5.	This card contains audio files for another election and cannot be used with the current election.
5. Insert the DAU audio card with the female (pin holed) end into the slot on the side of the DAU eSlate (between the headphone and tactile input switch jacks). Firmly push the card until it snaps and is secure.	
6. Make certain all voters currently on eSlates have finished, disconnect the JBC from all power sources, (AC and battery key).	File all reports printed in the appropriate envelope.
7. Plug the JBC back into all power sources. File all reports printed in the appropriate envelope.	Refer to “Restarting the JBC” on page 173.
8. Reassign eSlate booth numbers.	
9. Enter Open Polls Password.	
10. Turn the SELECT wheel on the DAU eSlate to check that the headphones produce sound.	
Support Steps: None needed	

DAU audio card removal



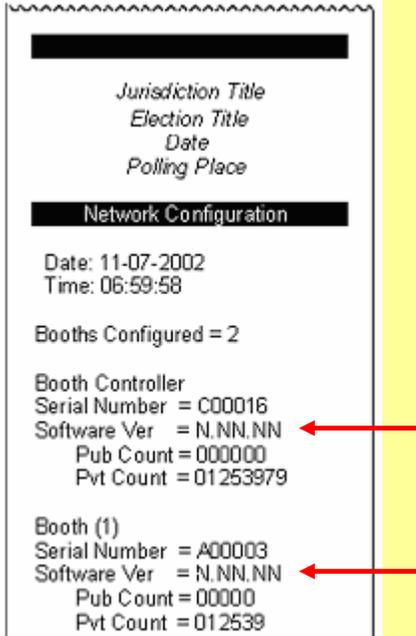
DAU audio card Slot

Steps:	Details:
<p>1. ONLY PERFORM THIS PROCEDURE IF YOU HAVE BEEN DIRECTED TO REMOVE THE DAU AUDIO CARD. Grasp the DAU audio card between your fingers and gently but firmly pull (as if you are removing an ATM card).</p>	<p>The DAU audio card slides out with some resistance.</p>
<p>Support steps: The DAU audio card has to be inserted before the DAU eSlate is powered on in order for the functionality to be activated.</p> <p>Perform the JBC restart steps, with the DAU audio card installed, if the DAU audio card error reoccurs.</p>	

DAU headphones or Tactile Input Switches do not work

Steps:	Details:
1. If the headphones or tactile input switches do not work, first push the DAU audio card in to make sure it is fully engaged.	
2. Check to make sure that the headphones and tactile input switches are plugged in to the correct jacks.	<p>The headphones jack has a picture of a pair of headphones next to it  .</p> <p>The tactile input switches jack has a wheelchair symbol next to it  .</p>
3. Push the plugs to make sure they are fully inserted into the jacks.	
4. If the tactile input switches have a Y connector, push the Y-connector on the tactile input switches together to make sure that jacks and plugs are completely connected.	
5. If there still is no response from the headphones or tactile input switches, try trading out headphones or tactile input switches with another set.	
6. If accessories still do not function, try restarting the system. Wait until all voters currently on eSlates have finished voting and unplug the JBC from all power sources (AC and battery key). Wait a minute, and then plug the JBC into all power sources. Reassign booth numbers to the eSlates and enter the Open Polls password. Re-test accessories.	File all reports printed in the appropriate envelope.
<p>Support steps: Replace faulty equipment, starting with the headphones, switches, and Y cable. If this does not work, replace the DAU eSlate. Perform JBC restart procedures.</p>	

eSlate or DAU eSlate does not work

Steps:	Details:
1. If a voter is using an eSlate or DAU eSlate that stops working correctly, first find out what the voter was trying to do.	The voter may just be confused on how to operate the eSlate. A poll worker should offer assistance.
2. Check the JBC booth status lights for the eSlate that is out of service.	The JBC booth status lights could be: <ul style="list-style-type: none"> <input type="checkbox"/> Off, and the eSlate is off. <input type="checkbox"/> On, but the eSlate is off. <input type="checkbox"/> On, but the eSlate displays an error message (e.g., "Unavailable").
3. Check cable connections to the booth, but do not disconnect it.	Make certain that the eSlate cable connections are seated and connected firmly.
4. Check the JBC booth status lights again.	
5. If the eSlate is still non-responsive try restarting the system. Wait until all voters currently on eSlates have finished voting and unplug the JBC from all power sources (AC and battery key).	 <p>If the eSlate shows an Internal Alert you will have to disconnect and reconnect that eSlate's battery pack before going to the next step.</p>
6. Reconnect all power, reassign booths and enter Open Polls password. If the eSlate in question works, go to Step 9. If the eSlate still does not work, go to step 7.	
7. Verify firmware/software versions on eSlates and JBC. Look at the "Network Configuration" report and check that the correct firmware/software versions are installed. (Check with jurisdiction for correct versions.) If the versions are incorrect contact the jurisdiction for replacement equipment.	 <pre> _____ Jurisdiction Title Election Title Date Polling Place _____ Network Configuration Date: 11-07-2002 Time: 06:59:58 Booths Configured = 2 Booth Controller Serial Number = C00016 Software Ver = N.NN.NN ← Pub Count = 000000 Pvt Count = 01253979 Booth (1) Serial Number = A00003 Software Ver = N.NN.NN ← Pub Count = 000000 Pvt Count = 012539 </pre>

eSlate or DAU eSlate does not work

Steps:	Details:
<p>8. Unplug the JBC from all power sources (AC and battery key). Disconnect the malfunctioning eSlate from the system, and then reconnect the next booth in the sequence in its place. Plug the JBC into all power sources (AC and battery key), reassign booth numbers to the eSlates and enter Open Polls password.</p>	<p>Check for bent pins on the eSlate booth and on the eSlate itself. Also check the preceding booth and eSlate. Bypass the booth pins or straighten pins with needle nose pliers, if possible. After straightening, add the booth back to the daisy chain and restart the system.</p> 
<p>9. Print new access codes for voters who had aborted access codes. If the JBC prints an "Aborted Access Codes" report, file it in the appropriate envelope.</p>	<p>File all reports printed in the appropriate envelope.</p>
<p>Support steps:  Refer to the following page.</p>	

eSlate or DAU eSlate does not work

Support Steps:

Troubleshooting a non-responsive eSlate

A non-responsive eSlate may have a dark screen, non-responsive buttons, a system alert, or an internal alert. If one eSlate is non-responsive, other eSlates may continue to work properly. Follow the steps below to troubleshoot non-responsive eSlates.

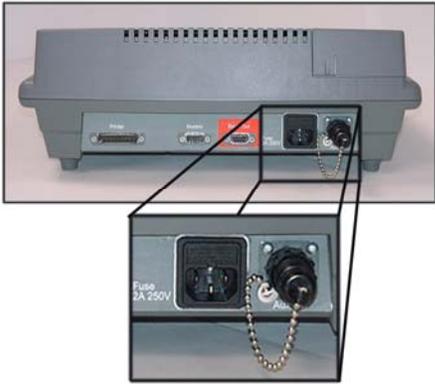
1. Check the booth status lights on the JBC. The booth status lights tell you if the JBC properly recognizes eSlates in its network. A properly functioning eSlate displays a green light when it is recognized by the JBC and not currently in use, and a red light when it is recognized by the JBC and currently has an active ballot loaded. However, if a colored light does not correctly correspond to an eSlate's current status, or if a particular booth's status light does not appear at all, then the JBC is not communicating properly with the eSlate. If the JBC and eSlate cannot communicate, the eSlate will no longer be able to display ballots from the JBC or record Cast Vote Records (CVRs) to the JBC.
2. If the non-responsive eSlate has no colored light on the JBC, then the eSlate is not recognized in the network. Check the booth status lights on the JBC to determine whether all other eSlates are recognized in the network.
3. If the one non-responsive eSlate is the only one offline, and if it has a ballot displayed on the screen, have the voter step aside and instruct him/her to hold onto the access code slip. (You will issue a new access code, below.) Record the PUB counter on the JBC. Do *not* allow any new voters to vote on the non-responsive eSlate unit until the problem has been resolved.
4. If there are voters with active ballots on the remaining eSlates in the network, wait for them to finish voting and make sure that the PUB counter on the JBC increases by one as each voter completes voting.
 - If the PUB counter increases, then all other voters' CVRs (except for the one problem eSlate) have been cast and recorded properly.
 - If the PUB counter does not increase, then have all voters step aside and ask for their access code slips so that you can give each voter a new access code when the problem is resolved. (See below.)
5. Once all voters with functional eSlates have completed voting, unplug all power (AC and battery key) to the JBC to turn off the network.
6. Reconnect all power and reassign booths. Follow the JBC prompts to enter the Open Polls password. If the non-responsive eSlate appears to be functional again (i.e. proper status light, and Select Language or Access Code page is displayed), go to step 9. If the problem persists, go to step 7.
7. Unplug the JBC from all power sources (AC and battery key). Disconnect and reconnect the offending eSlate's battery pack.
8. Power the JBC back on, reassign the booths, and follow the JBC prompts to enter the Open Polls password.
9. Check access codes for any/all voters with previously non-responsive eSlates. Confirm that original access codes are canceled. Issue new access codes to any voters who have canceled or aborted codes.
10. Record the serial number of the eSlate(s) that exhibited a problem.
11. The polling place can continue processing voters.

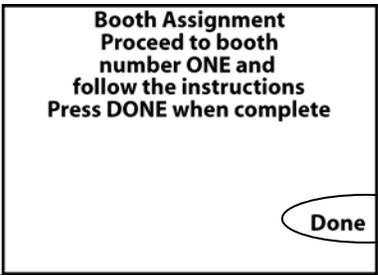
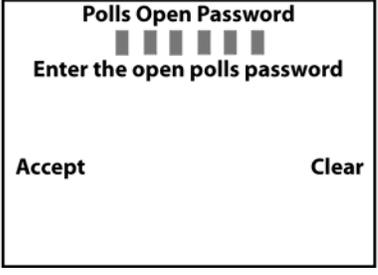
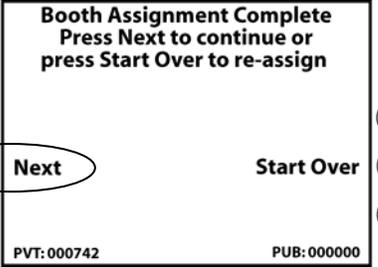
If an eSlate shuts down and breaks the chain:

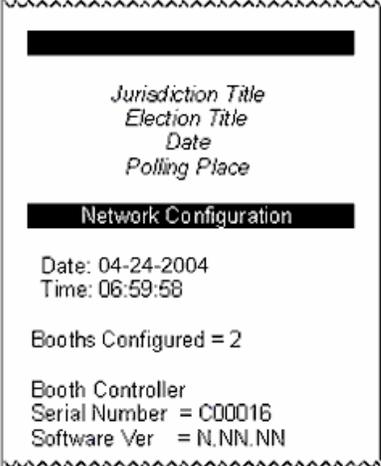
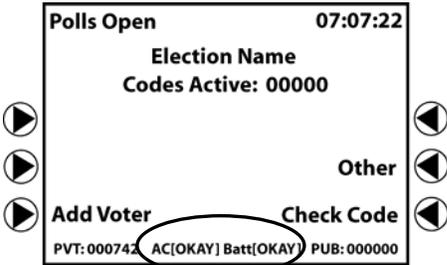
1. If an eSlate loses all power, then all the other booths “downstream” the daisy chain also lose power. If any of them had active ballots displayed, the voter’s access code on that eSlate is canceled.
2. Have the voter or voters with non-responsive eSlates step aside while the issue is resolved and instruct them to hold onto their access code slips.
3. Wait until all voters that still have working eSlates have completed voting, and then unplug the JBC from all power sources (AC and battery key).
4. Once the system is turned off, remove the faulty eSlate (refer to “eSlate Replacement” on page 149). Then reconnect the daisy chain to remaining eSlate booths.
5. Power on the JBC, reassign booths, and follow the JBC prompts to enter the Open Polls password. The polling place can continue processing voters.
7. Check voters’ access codes to determine the status of those codes.
8. Issue new access codes to any voters who have canceled or aborted codes.

eSlate replacement

An inoperable eSlate or DAU eSlate can be removed from the daisy chain without replacing it. Simply bypass the unit, then close, seal, and tag that booth. This is the preferred solution. Replace an eSlate only if voter turnout demands it.

Screen Shots:	Steps:	Details:
	<ol style="list-style-type: none"> 1. If replacing an eSlate, first make certain voters have completed voting, then disconnect the JBC from all power sources and take the inoperable eSlate booth out of the daisy chain. Seal and tag the booth. 	<p>DO NOT CLOSE POLLS TO REPLACE EQUIPMENT.</p> <p>Remove the eSlate battery pack if it will be used in the replacement equipment.</p>
	<ol style="list-style-type: none"> 2. Either add the new eSlate or DAU eSlate to replace the inoperable unit, or bypass the inoperable unit. 	<p>If adding a replacement DAU eSlate, it MUST have a DAU audio card installed before start up in order for the DAU audio to work.</p> <p>If applicable, connect the battery pack in the replacement equipment.</p>
	<ol style="list-style-type: none"> 3. Connect the JBC battery key and then connect the JBC black power cord to an electrical outlet. A "JBC Initialized" report prints. 	<p>Leave the "JBC Initialized" report on the JBC, to file with the other reports.</p>

Screen Shots:	Steps:	Details:
	<p>4. Go to the first eSlate booth, and press ENTER.</p> <p>5. Repeat for all booths. Return to the JBC when you have finished assigning booths.</p>	<p>The number 01 is assigned to the first eSlate booth.</p>
	<p>6. Press the ◀ next to Done.</p>	<p>If you have 12 eSlates in the daisy chain, the JBC skips this screen.</p>
	<p>7. Enter the Open Polls password.</p>	
	<p>8. Confirm that you have finished assigning booth numbers by pressing the ▶ next to Next.</p>	

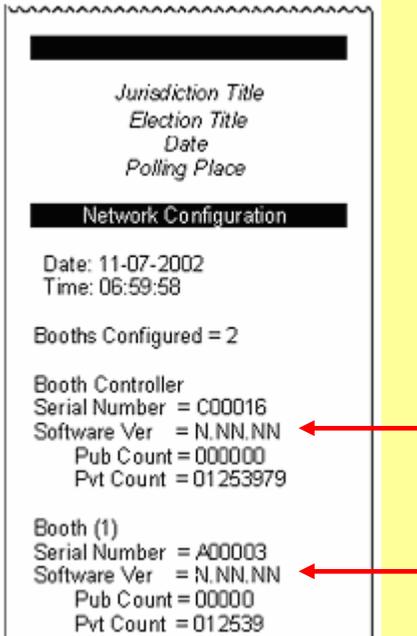
Screen Shots:	Steps:	Details:
	<p>9. The JBC prints a "Network Configuration" report.</p>	<p>This report shows the booths assigned to the JBC.</p> <p>Leave the "Network Configuration" report to file with the other reports.</p>
 <p>JBC Polls Open Menu</p>	<p>10. The JBC Polls Open Menu appears. Check power status on the JBC.</p>	<p>You are now ready to add voters.</p>
	<p>11. Complete the support log, as applicable.</p>	<p>File all reports printed in the appropriate envelope.</p>

Extra Access Codes

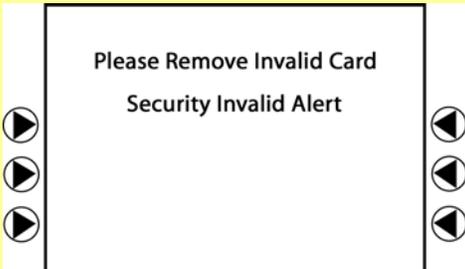
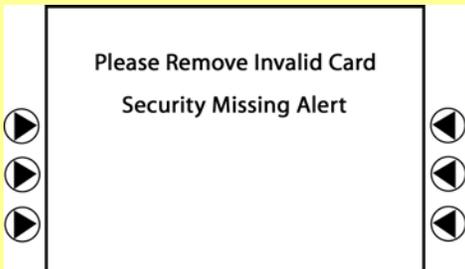
When extra access codes are printed by the JBC, they must not be entered into an eSlate. The following steps ensure that any extra access codes printed will expire, and also document the reason an extra access code was printed.

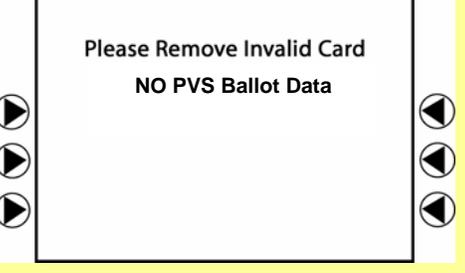
Steps:	Details:
1. On the back of the extra access code, write a note explaining what happened.	
2. File the access code in the appropriate envelope.	
3. Print a correct access code for the voter, if needed.	
Support steps: None Needed.	

Firmware mismatch

Steps:	Details:
1. If a voter is using an eSlate or DAU eSlate that stops working correctly, first find out what the voter was trying to do.	The voter may just be confused on how to operate the eSlate. A poll worker should offer assistance.
2. Check the JBC booth status lights for the eSlate that is out of service.	The JBC booth status lights could be: <ul style="list-style-type: none"> <input type="checkbox"/> Off, and the eSlate is off. <input type="checkbox"/> On, but the eSlate is off. <input type="checkbox"/> On, but the eSlate displays an error message (e.g., "Unavailable").
3. Check cable connections to the booth, but do not disconnect it.	Make certain that the eSlate cable connections are seated and connected firmly.
4. Check the JBC booth status lights again.	
5. If the eSlate is still non-responsive try restarting the system. Wait until all voters currently on eSlates have finished voting and unplug the JBC from all power sources (AC and battery key).	 <p>If the eSlate shows an Internal Alert you must disconnect and reconnect that eSlate's battery pack before going to the next step.</p>
6. Reconnect all power, reassign booths and enter Open Polls password. If the eSlate in question works, go to Step 9. If the eSlate still does not work, go to step 7.	
7. Verify firmware/software versions on eSlates and JBC. Look at the "Network Configuration" report and check that the correct firmware/software versions are installed. (Check with the jurisdiction for correct versions.) If the versions are incorrect, contact the jurisdiction for replacement equipment.	 <pre> _____ Jurisdiction Title Election Title Date Polling Place _____ Network Configuration Date: 11-07-2002 Time: 06:59:58 Booths Configured = 2 Booth Controller Serial Number = C00016 Software Ver = N.NN.NN ← Pub Count = 000000 Pvt Count = 01253979 Booth (1) Serial Number = A00003 Software Ver = N.NN.NN ← Pub Count = 00000 Pvt Count = 012539 </pre>
Support steps:	
<p> Refer to "JBC Replacement" on page 159 and "eSlate Replacement" on page 149.</p>	

Invalid card

Steps:	Details:
<p>Security Mismatch Alert. MBB signing key does not match the JBC signing key. Replace JBC.</p> <p><u>Warehouse Personnel:</u></p> <ol style="list-style-type: none"> 1. Replace MBB with MBB from current election. 2. Replace JBC with JBC from current election. Return original JBC to warehouse. 3. Program signing key to JBC using SERVO if it is to be used in this election. 	
<p>Security Invalid Alert. JBC has failed to verify signature of the eSlate MBB ballot data. Replace JBC.</p> <p><u>Warehouse Personnel:</u></p> <ol style="list-style-type: none"> 1. Replace MBB with MBB from current election. 2. Replace JBC with JBC from current election. Return original JBC to warehouse. 3. Program signing key to JBC using SERVO if it is to be used in this election. 	
<p>Security Missing Alert. JBC does not contain a signing key. Replace JBC.</p> <p><u>Warehouse Personnel:</u></p> <ol style="list-style-type: none"> 1. Replace JBC with JBC from current election. Return original JBC to warehouse. 2. Program signing key to JBC using SERVO if it is to be used in this election. 	

Steps:	Details:
<p>MBB Not For This JBC. JBC has been previously opened with another MBB. Insert the same MBB that was originally used to open the JBC.</p>	
<p>NO PVS Ballot Data. PVS format was not generated and written to the MBB and cannot be used in the JBC. Replace MBB.</p>	
<p>Support steps:  Refer to “JBC Replacement” on page 159.</p>	

JBC does not work

Steps:	Details:
1. Check cable connections from the JBC.	<ul style="list-style-type: none"> <input type="checkbox"/> Make certain that the eSlate cable connections are seated and connected firmly. <input type="checkbox"/> Check the AC power connection on the back of the JBC and at the wall. <input type="checkbox"/> Check the JBC battery pack connections.
2. If the JBC shows an error or alert message, try restarting the system. Unplug the JBC from all power sources (AC and battery key).	<div style="display: flex; align-items: center;">  <p>If the JBC shows an Internal Alert you will have to disconnect and reconnect that JBC's battery packs before going to the next step.</p> </div>
3. Reconnect all power, reassign booths and enter Open Polls password.	
4. If the problem persists, check for bent pins at the JBC "Booth Out" port, on the first booth in the daisy chain, and on the first eSlate in the daisy chain.	<p>Check for bent pins on the JBC, eSlate booth, and on the eSlate itself. Bypass the booth pins or straighten pins with needle nose pliers, if possible. After straightening, restart the system.</p> 
5. If this does not work, replace the JBC. <div style="margin-left: 20px;">  Refer to "JBC Replacement" on page 159. </div>	
6. Print new access codes for voters who had aborted or canceled access codes. If the original JBC prints an "Aborted Access Codes" report, file it in the appropriate envelope.	File all reports printed in the appropriate envelope.
<p>Support steps:</p> <div style="margin-left: 20px;">  Refer to "JBC Replacement" on page 159. </div>	

JBC Early Voting question answered incorrectly

While opening the polls, the poll worker may answer the question “**Are you performing Early Voting today?**” on the JBC (see screen below). If the poll worker answers this question incorrectly, s/he may go back to correct the error on the next JBC screen.

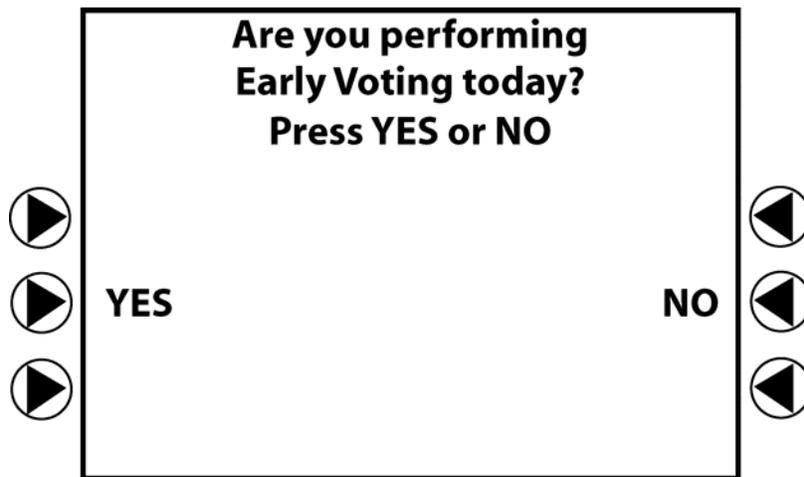
Follow these steps if the poll worker:

- a. Answered “**Yes**” to the **Early Voting** question, *but is working an Election Day event.*

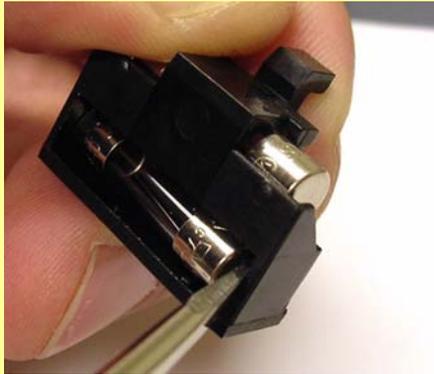
OR

- b. Answered “**No**” to the **Early Voting** question, *but is working an Early Voting event.*

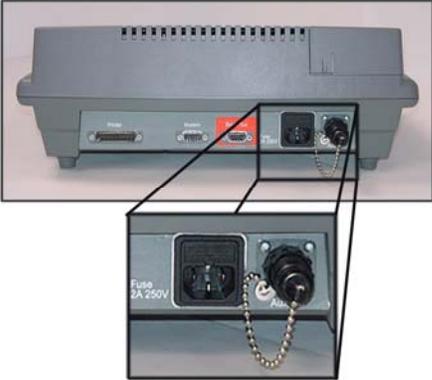
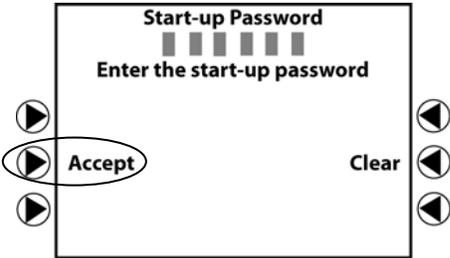
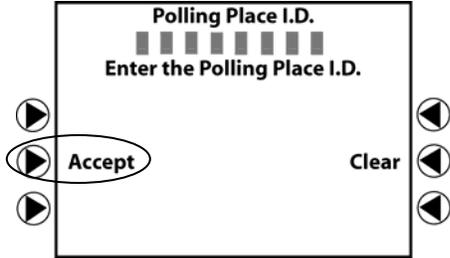
Steps:	Details:
1. After you are asked “ Are you performing Early Voting today? ” the Polling Place name and “ Is this correct? ” question appear on the JBC screen.	
2. Press the ◀ next to No .	
3. The JBC returns to the Polling Place ID screen.	
4. Enter the Polling Place ID, and answer the Early Voting question correctly.	
5. Continue opening the polls.	
6. If you have already incorrectly confirmed Early Voting or the Polling Place, <u>call the Elections Office or Help Desk.</u>	
Support steps: This JBC needs to be replaced if the poll worker is at step number 6.	



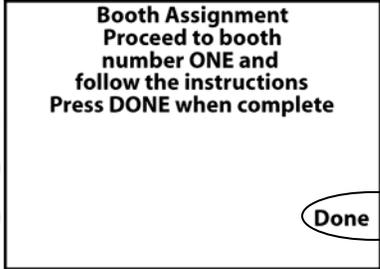
JBC fuse replacement

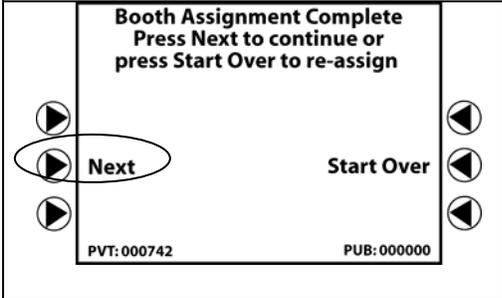
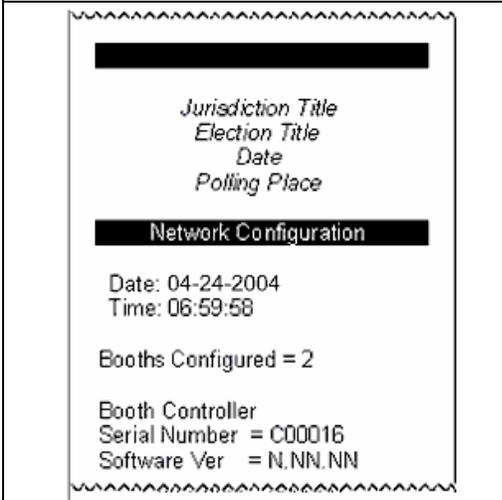
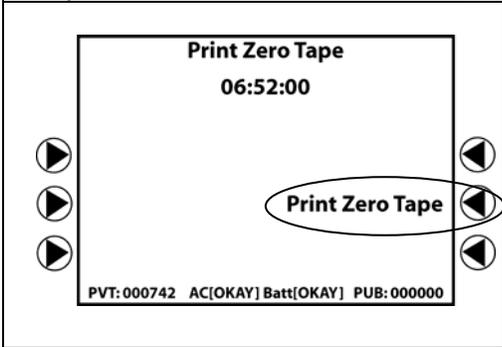
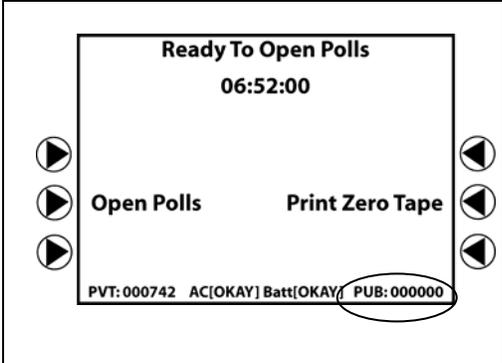
Steps:	Details:
1. If the JBC blows a fuse, disconnect the JBC from AC power.	<div style="display: flex; align-items: center;">  <p>If troubleshooting in the field, ascertain whether the jurisdiction governing the election wishes to have the fuse replaced in the field or to have the entire JBC replaced and the fuse replaced post-election.</p> </div>
2. Check the pins on all JBC ports. A blown JBC fuse is an indicator of an electrical short.	<ul style="list-style-type: none"> <input type="checkbox"/> Check that pins are not touching each other or the wall of a port. <input type="checkbox"/> Check that there is not a short due to the AC cable being frayed. <input type="checkbox"/> Check extension cords, surge protectors, and the AC outlet for signs of an electrical short. If any of these are suspect, bypass it when reconnecting.
3. After correcting the issue that caused the short, pull the JBC fuse drawer, remove the blown fuse, and replace it with the new fuse.	
4. Reconnect all power, reassign booths, and enter Open Polls password.	
5. If this does not work, replace the JBC <div style="margin-left: 20px;">  Refer to "JBC Replacement" on page 159. </div>	 <ul style="list-style-type: none"> <input type="checkbox"/> Attach a note to the JBC box, recording that part # 1001 172 must be replaced (the 2 amp, 250 volt replacement fuse).
6. Print new access codes for voters who had aborted or canceled access codes. If the original JBC prints an "Aborted Access Codes" report file it in the appropriate envelope.	File all reports printed in the appropriate envelope.
Support steps: <div style="margin-left: 20px;">  Refer to "JBC Replacement" on page 159. </div>	

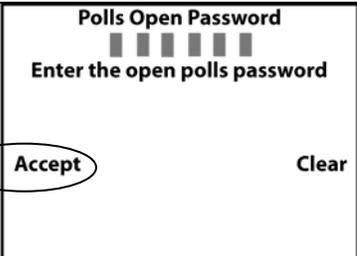
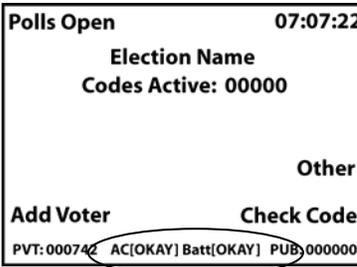
JBC replacement

Screen Shots:	Steps:	Details:
	<p>DO NOT CLOSE POLLS TO REPLACE EQUIPMENT.</p> <ol style="list-style-type: none"> 1. If replacing a JBC, first disconnect all power sources and remove, box, and tag the inoperable JBC. 	<p>Remove JBC battery packs if they will be used in the replacement equipment.</p> <p style="text-align: right;">☞ If replacing an eSlate, refer to page 149.</p>
	<ol style="list-style-type: none"> 2. Set up the replacement JBC and connect the Booth Out cable to the first eSlate. 3. Connect the JBC battery key and then connect the JBC black power cord to an electrical outlet. A "JBC Initialized" report prints. 	<p>If applicable, connect JBC battery packs in the replacement equipment.</p> <p>Leave the "JBC Initialized" report on the JBC, to file with the other Open Polls reports.</p>
	<ol style="list-style-type: none"> 4. Enter the password provided by the Elections Office using the keypad on the right side of the JBC, and then press the ► next to Accept. 	
	<ol style="list-style-type: none"> 5. Use the keypad to type in the Polling Place Identification (ID) number and press the ► next to Accept on the JBC Screen. 	<p>If you do not know the Polling Place ID, call the Elections Office or Help Desk.</p>

JBC replacement

Screen Shots:	Steps:	Details:
	<p>6. Press the ► next to YES if you are opening for Early Voting or ◀ NO if you are opening for Election Day.</p>	<p>This screen may not appear unless the polling place has both Early Voting and Election Day use.</p>
	<p>7. Press the ► next to YES if the polling place name is correct.</p>	<p>The "Election Identification" report prints. Leave this report on the JBC, to file with the other Open Polls reports.</p>
	<p>8. Go to the first eSlate booth, and press ENTER.</p>	<p>The number 01 is assigned to the first eSlate booth.</p>
	<p>10. Press the ◀ next to Done.</p>	<p>If you have 12 eSlates in the daisy chain, the JBC skips this screen.</p>

Screen Shots:	Steps:	Details:
	<p>11. Confirm that you have finished assigning booth numbers by pressing the ► next to Next.</p>	
	<p>12. The JBC prints a "Network Configuration" report.</p>	<p>This report shows the booths assigned to the JBC. Check the heading on the report to confirm the polling place assignment.</p> <p>Leave the "Network Configuration" report to file with the other Open Polls reports.</p>
	<p>13. Press the ◀ next to Print Zero Tape.</p>	<p>Leave the "Zero Tape" report to file with the other Open Polls reports.</p>
	<p>14. Write the JBC Public Count in the appropriate polling place log.</p> <p>The Public Count is found on the bottom right side of the screen. It says PUB with numbers next to it.</p>	

Screen Shots:	Steps:	Details:
	<p>15. Press the ► next to Open Polls.</p>	<p>A Polls Opened report prints.</p>
	<p>16. Enter the password provided by the Elections Office using the keypad on the right side of the JBC, and then press the ► next to Accept.</p>	
 <p>JBC Polls Open Menu</p>	<p>17. The JBC Polls Open Menu appears.</p>	<p>Check AC and battery status on the JBC. (AC [OK] Batt [OK]). You are now ready to add voters.</p>
	<p>18. Complete the support log, as applicable.</p>	<p>File all reports printed in the appropriate envelope.</p>

MBB error

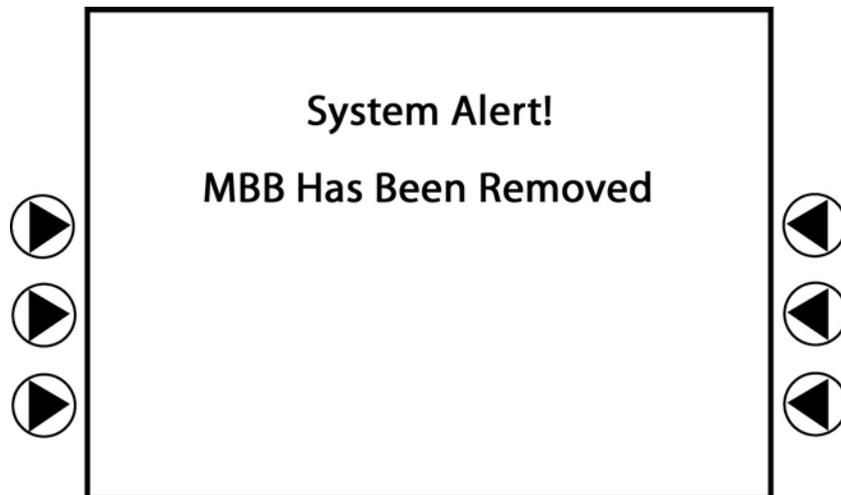
Steps:	Details:
1. If the JBC displays an MBB error unplug the JBC from all power sources (AC and battery key), and then reconnect it to all power sources (AC and battery key).	Do not forget to disconnect the JBC battery key to power off and then reconnect the battery key when powering back on.
2. If you still get an MBB error, <u>call the Elections Office or Help Desk.</u>	The MBB card is not pushed in all the way, or the JBC was not reset for the election correctly. Do not remove the JBC wire security seal unless directed to do so by the Elections Office.
Support steps:  Refer to “JBC Replacement” on page 159.	

MBB removal



ONLY REMOVE THE MBB IF YOUR INSTRUCTIONS SPECIFICALLY CALL FOR THIS. Otherwise bring the ENTIRE JBC to the substation or central counting facility.

Steps:	Details:
1. To remove the MBB, break the wire security seal securing the MBB slot on the right side of the JBC.	
2. Grasp the end of the MBB and pull firmly.	
3. Follow procedures for transporting the MBB to a substation or central counting station.	
<p>Support steps: The following JBC screen appears if the MBB is removed while the JBC is still powered on. If the MBB has been removed accidentally, push it back in and restart the system. File the original JBC security seal in the appropriate envelope and install a new seal. If the MBB has been lost or stolen, isolate the JBC and eSlates and perform MBB recovery steps with SERVO. Replace the JBC and eSlates in order to continue voting.</p> <p>☞ Refer to the SERVO Procedures and the <i>SERVO Operations Manual</i> on page 271.</p>	



Mode Mismatch

This occurs when the eSlate was not reset from test mode, but the JBC was reset and has been predefined. The JBC acts normally.

Steps:	Details:
1. If the eSlate displays the message: "Mode Mismatch (Election/Test)", unplug the JBC from all power sources (AC and battery key).	<ul style="list-style-type: none"> <input type="checkbox"/> Wait until voters currently voting have cast their ballots before powering off the system. <input type="checkbox"/> It is not necessary to remove or replace the nonfunctioning eSlate immediately if it is not affecting voter access. eSlates before and after the nonfunctioning unit will continue to operate normally.
2. Disconnect the eSlate from the daisy chain of eSlates, and replace it with an eSlate that has been reset and prepared for the election.	<ul style="list-style-type: none"> <input type="checkbox"/> If a new eSlate is not available, remove the nonfunctioning eSlate and booth and move the remaining eSlates down the daisy chain. <input type="checkbox"/> Change any signs indicating booth numbers.
3. Restart the system, assign booths, and enter Open Polls password and file JBC reports.	When restarting, connect both the JBC AC cord and battery key.
4. Continue processing voters.	
Support steps:  Refer to "eSlate Replacement" on page 149.	

“Old Election Data” message on eSlate



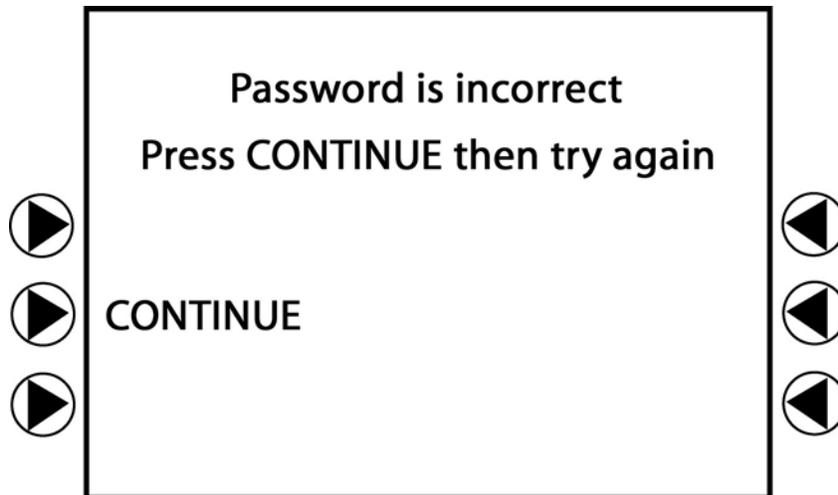
If an eSlate or DAU eSlate displays an “Old Election Data” message, you will need to either replace the unit or remove it from the daisy chain of eSlates.

Steps:	Details:
1. If the eSlate displays the message: “Old Election Data”, unplug the JBC from all power sources (AC and battery key).	<ul style="list-style-type: none"> <input type="checkbox"/> Wait until voters currently voting have cast their ballots before powering off the system. <input type="checkbox"/> It is not necessary to remove or replace the nonfunctioning eSlate immediately if it is not affecting voter access. eSlates before and after the nonfunctioning unit will continue to operate normally.
2. Disconnect the eSlate from the daisy chain of eSlates, and replace it with an eSlate that has been reset and prepared for the election.	<ul style="list-style-type: none"> <input type="checkbox"/> If a new eSlate is not available, remove the nonfunctioning eSlate and booth and move the remaining eSlates down the daisy chain. <input type="checkbox"/> Change any signs indicating booth numbers.
3. Restart the system, assign booths, and enter Open Polls password and file JBC reports.	<p>When restarting, connect both the JBC AC cord and battery key.</p>
4. Continue processing voters.	
<p>Support steps: If necessary, reset eSlate equipment displaying the “Old Election Data” message at the warehouse. Never reset equipment in the field during a live election event.</p>	

Password error

Steps:	Details:
1. If you get an error message on a JBC password screen, try the password again.	
2. If you still get an error message, call the Elections Office or Help Desk.	
Support steps: Check that the correct password was entered using the ENTER button on the JBC keyboard or the ► Accept button next to the screen. If the error repeats even though the correct password has been entered in the correct manner, replace the JBC.	

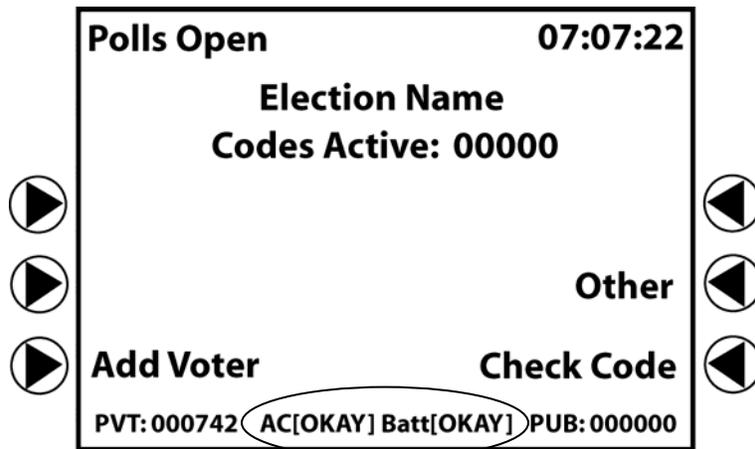
This screen may appear:



Power fails

Steps:	Details:
1. If power fails <u>call the Elections Office or Help Desk</u> and report the power failure. Ask voters to stay at the booths with their access codes.	<ul style="list-style-type: none"> <input type="checkbox"/> If you have installed the JBC and eSlate battery packs, you have backup power. <input type="checkbox"/> On backup power, only equipment connected to batteries (i.e., the JBC and any eSlates) operate as usual.
2. If the polling place has only partial battery backup power, when power returns, disconnect the JBC from all power sources, wait a minute, and then plug it back into all power sources.	<ul style="list-style-type: none"> <input type="checkbox"/> All the cast ballots remain recorded. <input type="checkbox"/> To see if a voter’s ballot was cast, follow Check Code steps (available via the JBC Polls Open menu, Other menu item). <p style="margin-left: 40px;">☞ If the JBC prints out an “Aborted Access Codes” report, refer to the “Aborted Access Code Report” on page 134.</p>
3. Reassign eSlate booth numbers and enter Open Polls password.	
4. File the tapes printed in the appropriate envelope.	File all reports printed in the appropriate envelope.
5. If the polling place has no battery backup, an “Aborted Access Code” report prints when power returns. <ul style="list-style-type: none"> • Reassign eSlate booth numbers. • Find voters with aborted codes, and print new access codes for them. • File the “Aborted Access Code” report in the appropriate envelope. 	
Support steps: None needed.	

Power status



The screen above displays power status:

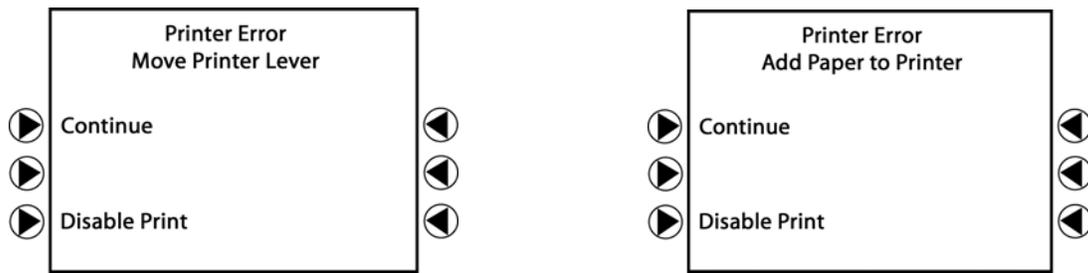
<i>Equipment:</i>	<i>Status Indicators:</i>	<i>Details:</i>
JBC Displayed on the Polls Open screen	AC [OKAY]	The JBC is plugged in and the surge protector/outlet is working correctly.
	AC [NONE]	The JBC is not plugged into the outlet or the outlet is not working correctly.
	BATT [OKAY]	The JBC has batteries and the batteries are working correctly.
	BATT [NONE]	The JBC either does not have batteries or the batteries have no charge.
eSlate/DAU eSlate Displayed on the eSlate Language and Access Code pages	BATTERY	The eSlate has batteries and the batteries are working correctly. If the word "Battery" does not appear, there are no batteries installed and/or the batteries are not working correctly.
eSlate/DAU eSlate Displayed on the eSlate Response Test page	Power Supply: JBC [OKAY] Battery [OKAY]	The eSlate has batteries and the batteries are working correctly.
	Power Supply: JBC [OKAY] Battery [NONE]	The eSlate either does not have batteries or the batteries have no charge.
<p>Support Steps: None needed.</p> <p> A JBC running on battery power only will display: "AC [NONE] BATT [OKAY]" and the JBC fan will not be running. (This fan cools the AC power adapter, which is not needed when running on DC power.)</p>		

Printer error/Disabled printer

This table shows possible printer error messages and steps for resolving them:

Error:	Steps:
Printer Error—Add Paper to Printer	<p style="text-align: center;">☞ Refer to “Printer paper, changing” on page 171.</p>
Printer Error—Move Printer Feed Lever	<ol style="list-style-type: none"> 1. Open the printer cover. 2. Check and make certain that the feed lever is DOWN. 3. Replace the printer cover. 4. Press the ► next to Continue.
Printer Error—Check Printer	<p>Make certain that you have checked the printer paper and the feed lever. If the printer is still not working make certain you have paper and a pen handy, as you need to write down the access code numbers displayed on the JBC screen until the Elections Office can replace the JBC.</p> <ol style="list-style-type: none"> 1. Press the ► next to Disable Printer. 2. The JBC returns to the Polls Open Menu, and the printer is disabled (turned off). 3. After pressing the ► next to Add Voter button, read access codes from the JBC screen and write the access codes on slips of paper for voters. You must still press the ► next to Print in order to activate the access code. 4. Call the Elections Office or Help Desk so that they are aware of the problem with the printer.
Printer Disabled	<ol style="list-style-type: none"> 1. If the printer is disabled, and you need to enable it, first press the ◀ next to Other on the JBC Polls Open Menu. 2. Press the ► next to Enable Printer. 3. The JBC returns to the Polls Open Menu, and the printer is enabled (turned on).

Support Steps: The following JBC printer error screens may appear:



Printer paper, changing

The printer is on the left side of the JBC. It works with a special type of thermal rolled paper. Changing printer paper is similar to feeding paper into a typewriter or dot-matrix printer. Follow these steps to change printer paper:

Steps:	Details:
1. Open the lid to the printer by pressing on the tab on the back of the lid and lifting. Before removing the old roll, notice how the spindle is inserted through the paper roll and observe the routing of the paper under the rubber roller.	<div style="text-align: center;">  <p>JBC Printer Compartment</p>  <p>JBC Paper <i>MUST</i> roll out <i>FROM THE BOTTOM</i>.</p> </div>
2. On the right side of the printer compartment, there is a feed lever. In order for the printer to print, it must be DOWN . In order to change the paper, you must lift it UP . Lift the lever.	
3. Take the old paper off the spindle (like changing paper towels) and insert the spindle into the new roll of paper. Gently peel the free end of the paper off the roll and insert the new roll into its place in the printer compartment so that the roll feeds from the bottom. The spindle tips go into the slots (see picture at right).	
4. Slip the free end of the paper under the rubber roller and turn the roller by hand to feed the paper through.	
5. After you get enough paper fed through (around the rubber roller and past the silver shield) pull some extra paper out, and thread this through the slot on the printer cover so that you have some lead when you close the lid.	
6. Push the feed lever DOWN and close the lid. You are ready to print.	
Support steps: None needed.	

Reports, printing

If you must print additional copies of reports immediately after closing polls:

Steps:	Details:
1. From the JBC Polls Closed Screen, press the ► next to Print Tally, Print Write-In Report, or Access Code Report.	
Support steps: None needed.	

If you must restart the JBC to print “Tally,” “Write-In,” or “Access Code” reports after polls are closed:

Steps:	Details:
1. Enter the Polls Close Password and press the ► next to Accept.	
2. From the JBC Polls Closed Screen, press the ► next to Print Tally, Print Write-In Report, or Access Code Report.	
Support steps: None needed.	

Restarting the JBC

If you need to restart (cycle power to) the JBC because of an error, follow these steps.

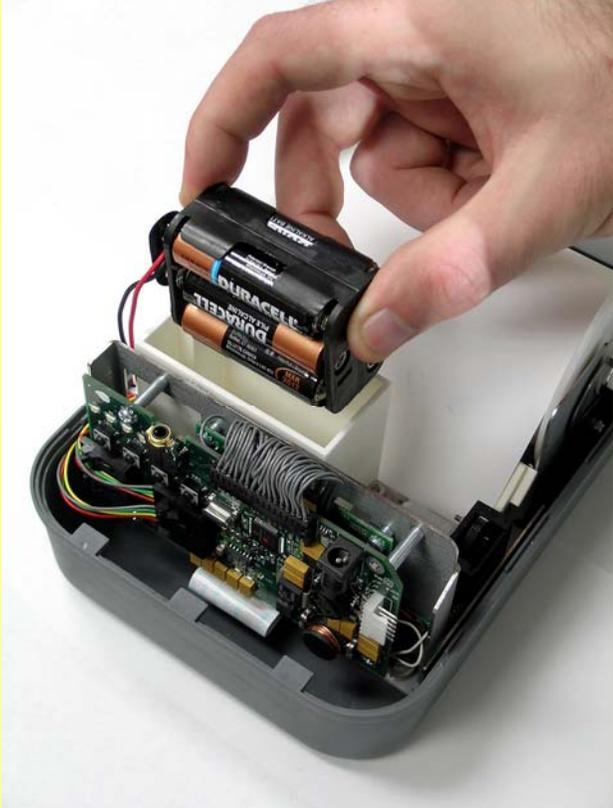
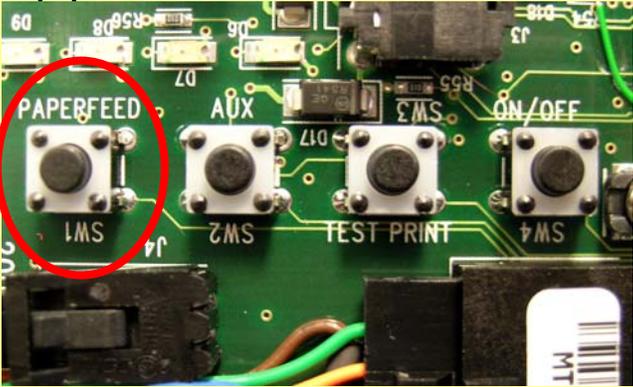
Steps:	Details:
1. Make certain that all voters currently on functional eSlates have finished casting their ballots.	
2. Unplug the JBC black AC power cord and the battery key.	
3. Wait a few seconds.	
4. Reconnect the JBC battery key and the black AC power cord.	
5. Assign booths.	
6. Enter Open Polls password.	
7. File the "Aborted Access Code" report, if one prints, in the appropriate envelope.	
8. File all tapes that print in the appropriate envelope.	
9. Print new access codes for voters who had their codes aborted or canceled.	
10. Continue normal operations.	
Support steps: None needed.	

Screen on eSlate or JBC is dark

If the eSlate or JBC is used in direct sunlight, the screen may darken.

Steps:	Details:
1. Move the equipment to a shaded or indoor area. The darkening effect will diminish completely in a few minutes.	This darkened screen effect may also be seen immediately after the eSlate or JBC is removed from a hot storage area, such as a locked automobile, if the equipment is still hot to the touch when placed into service.
2. If the screen contrast does not return to normal, check that the battery pack is connected correctly.	Reversed polarity at the battery connection may cause undue heat.
<p>Support steps: None Needed.</p> <p>More Information: The Samsung LCD specifications call for 50°C maximum operating temperature. At 95°F (35°C) indoors there will not be a problem. However, in the sun, the LCD will absorb sunlight energy and heat up past the 50°C (122°F) mark. At this point, the LCD cells do go to black. This is similar to leaving your pocket calculator in the car during the afternoon and then trying to use it before it cools somewhat. This is expected behavior.</p>	

VBO error codes and resolution steps

VBO Error Condition Detection	
Error Codes and Meanings:	Possible Conditions and Resolution:
<p>[EVBO-101] Battery Low</p>	<p><input type="checkbox"/> The batteries have less than 10 minutes of continuous print time left. Resolution: Replace the VBO printer in the polling place. Replace all six AA batteries.</p> 
<p>[EVBO-102] Paper Low</p>	<p><input type="checkbox"/> The paper roll does not have enough paper supply to print another set of four ballots. Resolution: Replace VBO printer in the polling place. On original unit, press microswitch 1, PAPERFEED, to clear paper low error. Remove and store original printout. Replace paper roll in the warehouse.</p> 

Error Codes and Meanings:	Possible Conditions and Resolution:
<p>[EVBO-103] Communication Error</p>	<div data-bbox="581 310 1414 506"> <ul style="list-style-type: none"> ❑ The election is not programmed to use the VBO printer. This error message appears on the eSlate button test and booth assignment screens. Once the booths are assigned, the error message disappears. ❑ There is a bad connection between the VBO printer and the eSlate. </div> <div data-bbox="581 512 764 541"> <p>Resolutions:</p> </div> <div data-bbox="630 548 1409 1081"> <ul style="list-style-type: none"> • Re-seat the eSlate in the booth. The data contact on the back of the eSlate and the contact in the booth must be aligned. Check the data cable connection on the VBO printer. On DAU eSlates, route the cables for the tactile input switches and headphones to exit toward the top of the eSlate. This helps keep the eSlate flat inside the booth. • OR Disconnect the VBO power brick and re-seat the eSlate in the booth. Reconnect the VBO power brick. The error is cleared, but the VBO battery may still be low. • OR Disconnect the VBO from the booth. Unplug the power and signal cables from the bottom of the VBO. Replace the batteries and reconnect the VBO. You can also reconnect the VBO without replacing the batteries. </div> <div data-bbox="591 1115 1414 1892"> </div>

Error Codes and Meanings:	Possible Conditions and Resolution:
[EVBO-104] Paper Jam	<p>□ The paper path in the VBO printer is jammed. Resolution: Replace the VBO printer in the polling place. Remove and store original printout. Replace paper roll in the warehouse.</p> <p>☞ For instructions to correct a VBO paper jam, refer to page 179.</p>
[EVBO-105] Paper Out	<p>□ There is no paper remaining in the VBO printer. Resolution: Replace VBO printer in the polling place. Remove and store original printout. Replace paper roll in the warehouse.</p>
[EVBO-200] Internal Communication Error	<p>□ The printer's microprocessor and the physical printer have encountered a communication error. Resolution: Replace VBO printer in the polling place. Remove and store original printout. Return the unit to Hart.</p>
[EVBO-201] Paper Locking Mechanism Error	<p>□ The paper locking mechanism is not engaged. Resolution: Replace VBO printer in the polling place. Remove and store original printout. Return the unit to Hart.</p>
[EVBO-202] Printer Head Overheat Error	<p>□ The internal printer head is overheated. Resolution: Replace VBO printer in the polling place. Remove and store original printout. Allow the unit to cool.</p>
[EVBO-203] General Error	<p>□ There is an unknown error type. Resolution: Replace VBO printer in the polling place. Remove and store original printout. Return the unit to Hart.</p>

☞ For VBO paper replacement instructions, refer to the Equipment Maintenance and Supplements tab.

VBO printer, field replacement

The VBO printer prints a paper duplicate of each voter's cast ballot. It works with a special type of thermal rolled paper. Do *not* replace paper in the field. Printouts are duplicates of voters' cast ballots (Cast Vote Records), and should be handled as such. The VBO is a secure, self-contained unit. Replace the entire VBO printer in the field.

☞ For VBO paper replacement instructions, refer to the Equipment Maintenance and Supplements tab.

Steps:	Details:
1. Remove the VBO printer security seal and log the seal number.	 <p style="text-align: center;">VBO printer in booth</p>  <p style="text-align: center;">VBO Data (left) and Power (right) connectors</p>
2. Press the black button at the top of the VBO printer. When it pops up, twist it to either the left or the right.	
3. Pull the VBO printer up from the top, and then out of the booth.	
4. Turn over the VBO printer and remove the data and power connections.	
5. Leave the original VBO printer with the lead poll worker.	
6. Connect data and power to the replacement VBO printer.	
7. Set the bottom edge of the unit into the VBO opening in the booth.	
8. Push the top of the VBO printer into place and push the black button in.	
9. Secure the VBO printer with a security seal.	
Support steps: None needed.	

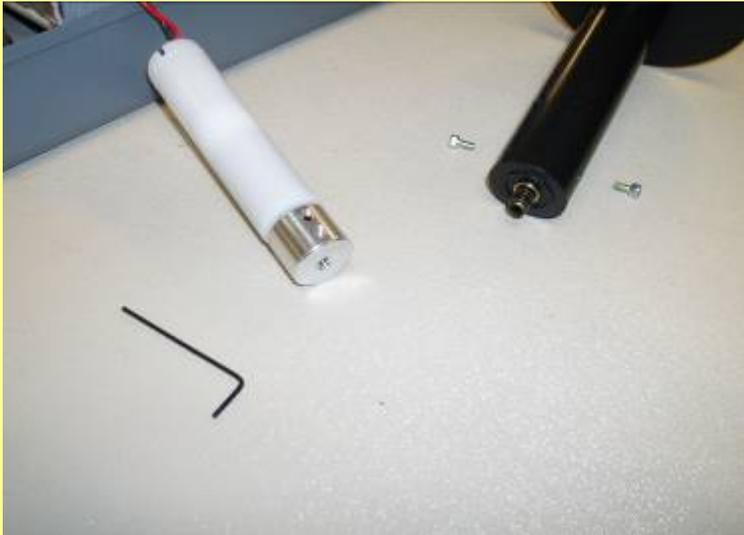
VBO printer, paper jam

If the [EVBO-104] error message displays on the eSlate, the VBO printer is jammed. This may be caused by a take-up spool error inside the VBO. The following procedure explains how to repair the take-up spool in order to prevent future paper jams.



If the paper is jammed inside the VBO printer, replace the entire VBO unit at the polling place location. Do *not* perform this procedure during an election event.

Steps:	Details:
1. Remove the VBO from the polling place and replace it with a functioning VBO.	 For VBO printer replacement instructions, refer to page 178.
2. Remove the back cover of the VBO.	 <p style="text-align: center;">VBO Without Back Cover</p>
3. Remove the circular end cap and tubular rewind core from the black take-up spool.	 <p style="text-align: center;">VBO With Take-Up Spool Removed</p>
4. Remove the two silver 3/32 hex screws on either side of the take-up spool. These screws attach the take-up spool to the motor.	 <p style="text-align: center;">VBO Take-Up Spool Screw</p>

Steps:	Details:
<p>5. Slide the motor out of the spool by pulling gently on the white tube that sticks out of the end of the spool. A silver cylinder is at the end of the white plastic tube.</p>	 <p style="text-align: center;">VBO Take-Up Spool With Screws and Motor Removed</p>
<p>6. The silver cylinder is attached to the motor shaft with one .050 hex screw. Remove the screw, apply a small amount of Loctite (or similar product), and tighten this screw so that the motor shaft cannot spin freely inside the take-up spool.</p>	<p><input type="checkbox"/> If the cylinder is completely detached from the shaft, slide the cylinder onto the shaft. Leave about 1/8 of an inch between the white plastic cylinder and the metal cylinder.</p>  <p style="text-align: center;">VBO Motor and Cylinder</p>
<p>7. Once you have tightened the screw, reassemble the take-up spool.</p>	
<p>Support steps: Re-insert the VBO paper roll inside the VBO.</p> <p> For VBO paper replacement instructions, refer to the Equipment Maintenance and Supplements tab.</p>	

Voter enters the wrong language choice

Steps:	Details:
1. If a voter enters the wrong language choice on the first screen of the eSlate, the voter can use PREV to go back and change the language choice, then resume as usual.	
2. If a voter enters the wrong language choice, but does not notice the error until after the voter has entered the access code, it is too late to use PREV to go back. In order for the voter to get a ballot with the correct language you need to cancel the booth and issue the voter a new access code.	This is a "Spoiled Ballot". Record the cancellation in the Canceled Booth Log .
Support steps: None needed.	

Voter gets the wrong ballot style

Steps:	Details:
1. If a voter gets the wrong ballot style the booth must be canceled, and a new access code must be printed for the voter.	
2. Confirm that the voter has the wrong ballot style.	The precinct I.D. for the ballot is displayed on the access code printout, and in the upper right corner of the eSlate ballot screen. Make sure the voter actually has the wrong precinct I.D. listed on the access code and ballot.
3. If it is the wrong ballot, cancel the booth.	
4. Issue the voter a new access code.	This is a "Spoiled Ballot". Record the cancellation in the Canceled Booth Log .
Support steps: None needed.	

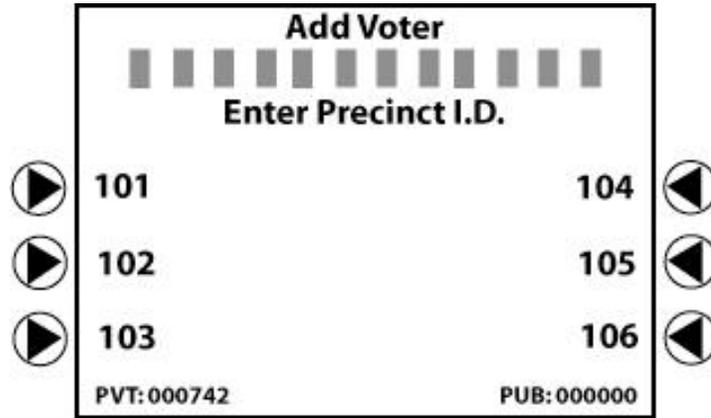
Voter needs DAU features

If a voter needs a DAU feature and already has a ballot displayed on a regular eSlate:

Steps:	Details:
1. If a voter is on the first two screens of the eSlate, the voter can use PREV to go back, choose a DAU unit, and then resume as usual.	
2. If a voter needs DAU features, but has already entered their access code on an eSlate, it is too late to use PREV to go back. In order for the voter to change to a DAU unit you need to cancel the booth and issue the voter a new access code.	
3. Cancel the booth.	
4. Issue the voter a new access code.	This is a "Spoiled Ballot". Record the cancellation in the Canceled Booth Log .
Support steps: None needed.	

Voter's precinct I.D. on the JBC

To add voters using the JBC, when a polling place has more than one precinct I.D., follow the steps below:



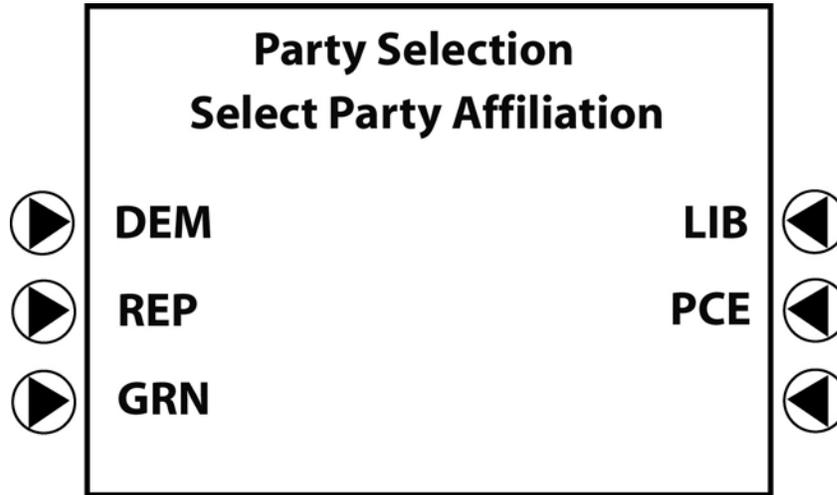
For example: If the precinct I.D. you are looking for is 2410, and the JBC displays the following 6 numbers:

► 101 104 ◀
 ► 102 105 ◀
 ► 103 106 ◀

Steps:	Details:
1. Using the keypad, enter the full precinct I.D. number/name you are looking for.	As you enter each digit of the precinct ID number/name the numbers displayed on the JBC change to the precinct I.D.s that most closely match that number.
2. If you do not see the precinct you are looking for, use the ▲ or ▼ arrows on the JBC keypad to scroll through additional pages of precinct I.D.s until you find the desired precinct I.D.	
3. Once you see the precinct I.D. you are searching for, press the arrow ◀ or ► that is next to it.	<p style="text-align: center;"> ► 2401 2510 ◀ ► 2410 2601 ◀ ► 2501 2610 ◀ </p>
4. Press the ► next to Print to print the access code.	
<p>Support steps: If the target precinct I.D. is truly not available on the JBC, it may have been set up with the incorrect polling place I.D. Call the Elections Office or Help Desk to confirm. Replace the JBC, if necessary, making certain to enter the correct polling place I.D.</p>	

Voter's party affiliation on the JBC

Once a precinct I.D. has been selected, follow the steps below to select the voter's party affiliation:



For example: If the party affiliation you are looking for is GRN, and the JBC displays the following 5 parties:

```

▶ DEM          LIB ◀
▶ REP          PCE ◀
▶ GRN          ◀
    
```

Steps:	Details:
1. Using the keypad, enter the full Party name/abbreviation you are looking for.	As you enter each letter of the party name/abbreviation the options displayed on the JBC change to the party's that most closely match that name.
2. If you do not see the party you are looking for, use the ▲ or ▼ arrows on the JBC keypad to scroll through additional pages of parties until you find the desired party	
3. Once you see the party you are searching for, press the arrow ◀ or ▶ that is next to it.	<pre> ▶ DEM LIB ◀ ▶ REP PCE ◀ ▶ GRN ◀ </pre>
4. Press the ▶ next to Print to print the access code.	
Support steps: If the target party is truly not available on the JBC, it may have been set up with the incorrect polling place I.D. Call the Elections Office or Help Desk to confirm. Replace the JBC, if necessary, making certain to enter the correct polling place I.D.	

Voter registration computer does not work

If you are checking in voters with a voter registration computer connected to the JBC and the voter registration computer stops working, then you must manually print out access codes for each voter.

Steps:	Details:
1. Qualify voters manually using procedures given to you by the Elections Office.	
2. From the JBC Polls Open Menu, press the ► next to Add Voter .	
3. Type in the voter's precinct. Press ◀ or ▶ next to the precinct number to select it.	<ul style="list-style-type: none"> <input type="checkbox"/> This step will not be necessary at JBCs with only one precinct assigned. <input type="checkbox"/> The Elections Office distributes voter precinct ID numbers in a poll book or similar document.
4. If you do not see the precinct you are looking for, use the ▲ or ▼ arrows on the JBC keypad to scroll through additional pages of precinct I.D.s until you find the desired precinct I.D.	
5. Press the ► next to Print to print the access code, and hand it to the voter.	
<p>Support steps: Bring voter registration computer back online and continue processing voters. Restart the JBC after the voter registration system is back online, if necessary.</p>	

Voter requests a receipt

Steps:	Details:
1. An access code slip in itself can serve as a voter's "receipt" (e.g., for school purposes).	
2. If a voter requests a verification that the ballot associated with the access code was cast, then follow steps to Check Code.	
A. From the JBC Polls Open menu, press the ◀ next to Check Code .	The Access Code Check screen appears on the JBC.
B. Use the keypad to type in the voter's access code.	
C. After you have entered the last number in the access code, the JBC displays the status of that access code.	
D. Press the ▶ next to Print to print a tape showing the access code status.	If a voter asks for verification that a ballot was cast, print this tape and give it to the voter.
E. Press the ◀ next to Done to return to the JBC Polls Open Menu without printing.	After printing, the JBC returns to the Polls Open Menu.
Support Steps:  Refer to the following page for Access Code Status Information.	

Voter requests a receipt

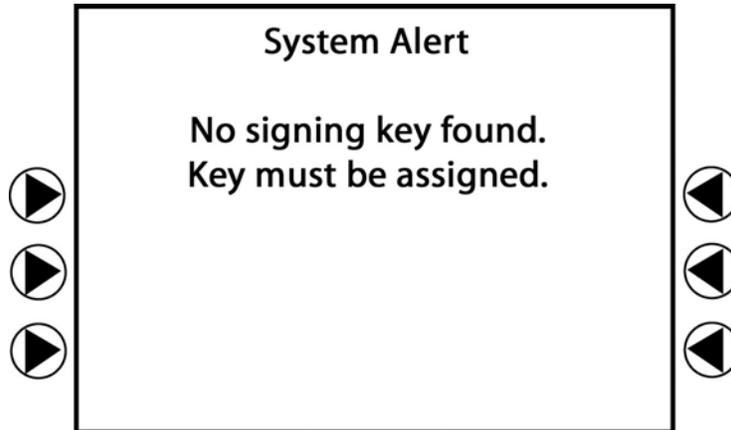
Support Steps/Access Code Status Information:

Access Code Status:	Description:	Action:
Not Assigned	Code was not printed from the current JBC.	Check the Polling Place on the Voter's access code tape. It may be that the voter has an access code tape from another polling place and/or another JBC.
Assigned and Open	Code is "live," and it has not yet been entered into an eSlate.	The voter may still vote. Give instructions.
Assigned and in Use	Code is associated with a ballot currently active on an eSlate.	<input type="checkbox"/> The voter should finish voting. <input type="checkbox"/> If necessary, cancel the booth.
Assigned and Cast	Code is associated with a ballot recorded in the electronic ballot box.	No action needed. Inform the voter of the status. If the voter requests a receipt, press the ► next to Print .
Assigned but Expired	Code was not entered into an eSlate within time limit.	The Lead Poll worker and Election Office have procedures for issuing the voter a new access code. Do not sign in the voter again, just print a new access code. If the voter requests a receipt, press the ► next to Print .
Assigned and Canceled	Code is associated with a booth that was canceled prior to casting ballot.	The voter did not cast a ballot with this access code. The Elections Office has procedures for issuing the voter a new access code. Do not sign the voter in again, just print a new access code. If the voter requests a receipt, press the ► next to Print .

Other JBC screens that may appear

These screens are not included in the eSlate Polling Place System Desk Reference.

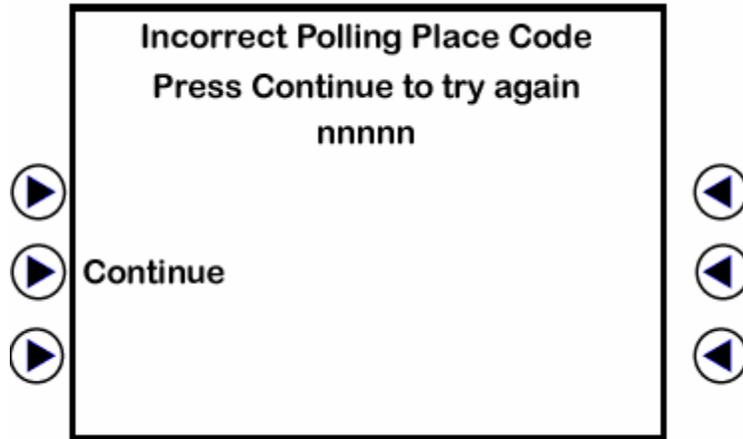
After powering up this screen may appear:



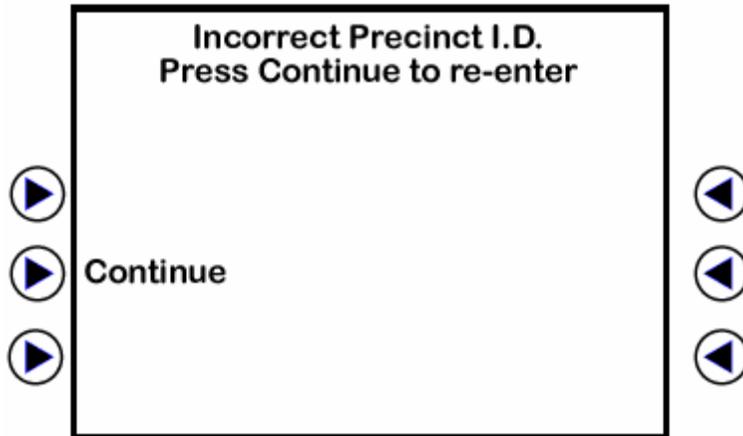
Support Steps:

Contact the jurisdiction to have the JBC replaced. This JBC was not programmed with a signing key using the eCM.

After entering the incorrect Polling Place ID this screen may appear:

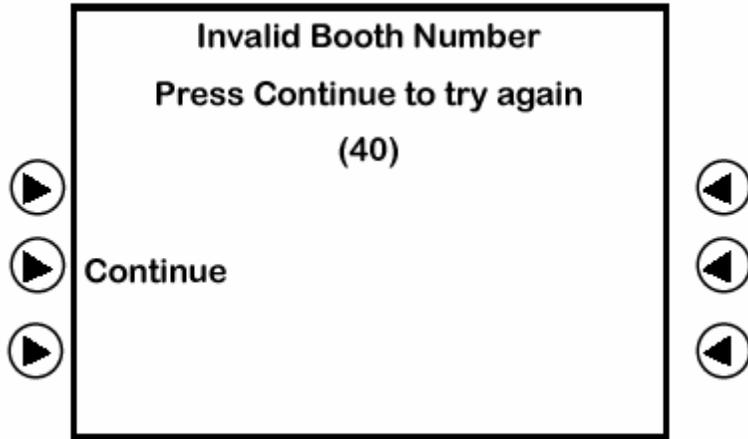
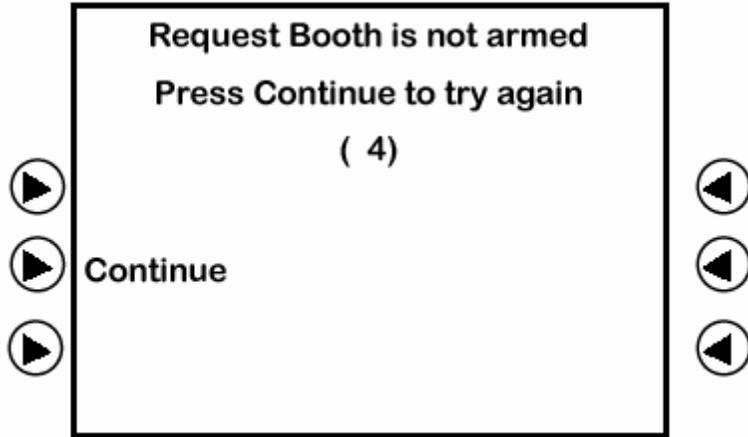


After entering the incorrect Precinct I.D. this screen may appear:



Support Steps:
Follow prompts on the screen to Continue and try again/re-enter.

When canceling a booth, the following screens may appear:



Support Steps:
Follow prompts on the screen to Continue and try again/re-enter.

If no more access codes are available, the following JBC screen appears:



Support Steps:

Replace this eSlate system. The original JBC has an MBB that has already recorded 10,000 votes. As a database precaution, this is the maximum number of cast vote records an MBB records. Box and secure the original JBC and eSlates until the post-election process begins.

eScan Device Troubleshooting Quick Reference

Problem:	Resolution Steps:	Reference:
AC power fails without UPS battery backup	<ul style="list-style-type: none"> A. Check all power connections. B. <u>Call the Elections Office or Help Desk</u> to notify them of the situation. C. Unplug the eScan from the wall outlet. D. Use emergency ballot slot to deposit voters' ballots until power returns. 	Power fails
Audio volume is set incorrectly	<ul style="list-style-type: none"> A. Press the Poll Worker button to access the Poll Worker menu. B. Press the AUDIO button and follow prompts to increase or decrease volume. C. Press the EXIT buttons. 	Volume, audio
Error code displays	<ul style="list-style-type: none"> A. Refer to the Error Code List in either this document or the Desk Reference. B. Follow procedures for that specific error code. C. Check connections and restart the system. D. <u>Call the Elections Office or Help Desk.</u> 	<ul style="list-style-type: none"> <input type="checkbox"/> Listing of eScan error codes and resolution steps <input type="checkbox"/> eScan replacement
eScan does not work	<ul style="list-style-type: none"> A. Check all power connections. B. Restart the system. 	<ul style="list-style-type: none"> <input type="checkbox"/> eScan does not work <input type="checkbox"/> eScan replacement
Incomplete MBB consolidation	<ul style="list-style-type: none"> A. If MBB consolidation for Election Day tabulation was performed without including all MBBs that should have been included, from the Polls Closed screen "Select an option below or turn power off when finished", select RETRY. B. Follow prompts to insert other device MBBs, reinsert the original MBB, and print the finished "Tally" report. 	Incomplete MBB consolidation
MBB removal	<ul style="list-style-type: none"> A. Only remove the MBB if your instructions specifically call for this. B. Break the MBB door security seal. C. Press the MBB eject button. D. Pull the MBB out. E. Follow local instructions for MBB transport. 	MBB removal
Paper (ballot) jammed in eScan	<ul style="list-style-type: none"> A. Lift external scanner cover. B. Lift internal scanner cover. C. Remove ballot and blow scanner path clean with a pressurized air canister. D. Close covers and rescan ballot (or replacement ballot if original spoiled). 	Paper (ballot) jam
Password does not work	<ul style="list-style-type: none"> A. Verify password. B. On error screen, press the button next to CONTINUE and reattempt sequence with correct password. 	Password is invalid

eScan Device Troubleshooting Quick Reference

Problem:	Resolution Steps:	Reference:
Polling Place I.D. and/or Voting Type identified incorrectly	<ul style="list-style-type: none"> <input type="checkbox"/> Refer to the “Election Identification” report to confirm polling place name and type of voting. OR <input type="checkbox"/> Refer to any report header to confirm the Polling Place name. <ul style="list-style-type: none"> • If the polling place name or voting type is incorrect, call the Elections Office or Help Desk to verify and replace the eScan 	<ul style="list-style-type: none"> <input type="checkbox"/> Polling Place I.D. and/or Voting Type identified incorrectly <input type="checkbox"/> eScan replacement
Polls closed too early	<ul style="list-style-type: none"> A. In Early Voting, restart the system. B. On Election Day, verify that a Polls Closed screen is displayed and replace the eScan. 	Polls closed too early
Printer error	<ul style="list-style-type: none"> A. Check paper orientation. B. Check feed lever. C. Select RETRY. 	<ul style="list-style-type: none"> <input type="checkbox"/> Printer error <input type="checkbox"/> Printer paper, changing
Printer paper, changing	<ul style="list-style-type: none"> A. Open the lid of the printer compartment and note printer paper routing. B. Lift feed lever. C. Remove old paper and insert and route new paper. D. Push feed lever to the down position. E. Feed paper through lid and close lid. 	Printer paper, changing
Reports after closing or suspending polls AND powering off	<p>If you must restart the eScan to print reports after polls are suspended/closed:</p> <ul style="list-style-type: none"> A. Power on the eScan. B. Enter the password requested and press the button next to ACCEPT. C. In Early Voting mode, press the Poll Worker Button and follow prompts to enter passwords, suspend the polls, and print the DAILY DETAIL. <p>OR</p> <ul style="list-style-type: none"> A. In Election Day mode, follow prompts to CONTINUE to print the “Tally” report or to print the DAILY DETAIL. B. Follow prompts to PRINT TALLY. 	Reports, printing
Restarting	<ul style="list-style-type: none"> A. Make certain voters have access to the emergency slot on the eScan ballot box. B. Press the power switch to OFF. C. Wait 30 seconds. D. Press the power switch to ON and follow prompts on the eScan screen. 	Restarting the eScan
Screen is dark	If the unit has been in direct sunlight, or in a closed vehicle, move it to a shaded, cooler, area.	Screen on eScan is dark

eScan Device Troubleshooting Guide

eScan Error Codes and Resolution Steps

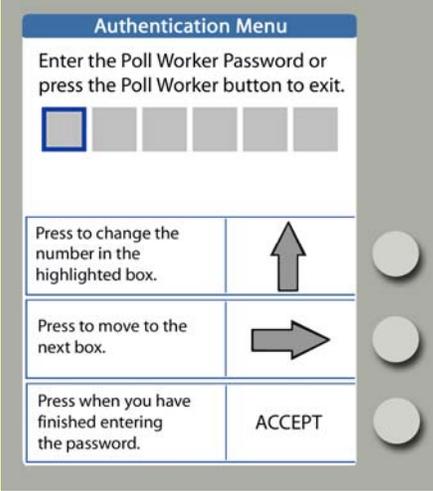
MBB CONFIGURATION ERRORS	
<i>Error Codes and Meanings:</i>	<i>Possible Conditions and Resolution:</i>
[ESN-100] MBB is corrupt.	<ul style="list-style-type: none"> <input type="checkbox"/> The card header is invalid. <input type="checkbox"/> The ballot data digital signature check fails. <input type="checkbox"/> The signing key is not correct, but has same key ID. <p>Resolution: Remove MBB, mark and set aside. Insert another MBB. If error persists, program correct signing key to eScan.</p>
[ESN-101] MBB is not for this device. If displayed during consolidation, this is not the original MBB.	<ul style="list-style-type: none"> <input type="checkbox"/> The eScan has already been configured, and the current MBB is not the correct MBB for this eScan. <p>Resolution: Remove MBB, mark and set aside. Insert another MBB.</p>
[ESN-102] MBB is for Demo eSlate only.	<ul style="list-style-type: none"> <input type="checkbox"/> The card is a demo card. Demo cards cannot be used in the eScan. <p>Resolution: Remove MBB, mark and set aside. Insert another MBB.</p>
[ESN-103] MBB is for audio only.	<ul style="list-style-type: none"> <input type="checkbox"/> The card is a DAU audio card. <p>Resolution: Remove MBB, mark and set aside. Insert another MBB.</p>
[ESN-104] MBB is invalid. Signing key mismatch	<ul style="list-style-type: none"> <input type="checkbox"/> The signing key ID on eScan does not match MBB signing key ID. <p>Resolution: Remove MBB, mark and set aside. Insert another MBB. If error persists, program correct signing key to eScan.</p>
[ESN-105] MBB is invalid. Card is not formatted for eScan.	<ul style="list-style-type: none"> <input type="checkbox"/> The MBB does not contain eScan/Ballot Now data. Card might only have eSlate templates. <p>Resolution: Remove MBB, mark and set aside. Insert another MBB.</p>
[ESN-106] MBB is invalid. MBB is not for this election. (MBB Consolidate)	<ul style="list-style-type: none"> <input type="checkbox"/> The MBB is not associated with current election. <p>Resolution: Remove MBB, mark and set aside. Proceed with consolidation.</p>
[ESN-107] MBB is invalid. MBB mode is incorrect. (MBB Consolidate)	<ul style="list-style-type: none"> <input type="checkbox"/> The MBB is not correct mode for consolidation (Test/Election). <p>Resolution: Remove MBB, mark and set aside. Proceed with consolidation.</p>
[ESN-108] MBB is invalid. MBB is not for this polling place. (MBB Consolidate)	<ul style="list-style-type: none"> <input type="checkbox"/> The MBB is not associated with the current polling place. <input type="checkbox"/> MBB is associated with different source (Early/Election). <p>Resolution: Remove MBB, mark and set aside. Proceed with consolidation.</p>

MBB CONFIGURATION ERRORS (continued)	
Error Codes and Meanings:	Possible Conditions and Resolution:
[ESN-109] MBB has already been added. (MBB Consolidation)	<ul style="list-style-type: none"> <input type="checkbox"/> MBB has already been added to consolidation totals. <p>Resolution: Remove MBB, mark and set aside. Proceed with consolidation.</p>
[ESN-110] MBB has been removed	<ul style="list-style-type: none"> <input type="checkbox"/> The MBB has been removed from the system. <p>Resolution: Power off eScan. Insert MBB. Power on eScan and follow prompts on screen.</p>
[ESN-111] eScan contains cast votes.	<ul style="list-style-type: none"> <input type="checkbox"/> The eScan contains CVRs during configuration. Not reset correctly. <p>Resolution: Replace eScan. Return to warehouse for SERVO backup and reset. NEVER reset in the field.</p>
[ESN-112] MBB contains cast votes.	<ul style="list-style-type: none"> <input type="checkbox"/> The MBB contains CVRs during configuration. Not reset correctly. <p>Resolution: Remove MBB, mark and set aside. Insert another MBB.</p>
[ESN-113] eScan audit log not cleared.	<ul style="list-style-type: none"> <input type="checkbox"/> The eScan audit log was not reset correctly. <p>Resolution: Replace eScan. Return to warehouse for reset. NEVER reset in the field.</p>
[ESN-114] MBB audit log not cleared.	<ul style="list-style-type: none"> <input type="checkbox"/> The MBB audit log was not reset correctly. <p>Resolution: Replace eScan. Return to warehouse for reset. NEVER reset in the field.</p>
[ESN-115] eScan audit log full.	<ul style="list-style-type: none"> <input type="checkbox"/> The eScan audit log is full. <p>Resolution: Quarantine this eScan until tabulation. Use Emergency Slot and/or another eScan.</p>
[ESN-116] MBB audit log full.	<ul style="list-style-type: none"> <input type="checkbox"/> The MBB audit log is full. <p>Resolution: Quarantine this eScan until tabulation. Use Emergency Slot and/or another eScan.</p>
[ESN-117] eScan audit logs not completely erased.	<ul style="list-style-type: none"> <input type="checkbox"/> Some part of the internal logs were not erased. <p>Resolution: Replace eScan. Return to warehouse for reset. NEVER reset in the field.</p>
[ESN-118] MBB audit logs not completely erased.	<ul style="list-style-type: none"> <input type="checkbox"/> Some part of the MBB logs were not erased. <p>Resolution: Replace eScan. Return to warehouse for reset. NEVER reset in the field.</p>
[ESN-119] MBB not for this eScan. Card has already been opened.	<ul style="list-style-type: none"> <input type="checkbox"/> The eScan has not been configured, but the card has already been opened by another device. <p>Resolution: Remove MBB, mark and set aside. Insert another MBB.</p>

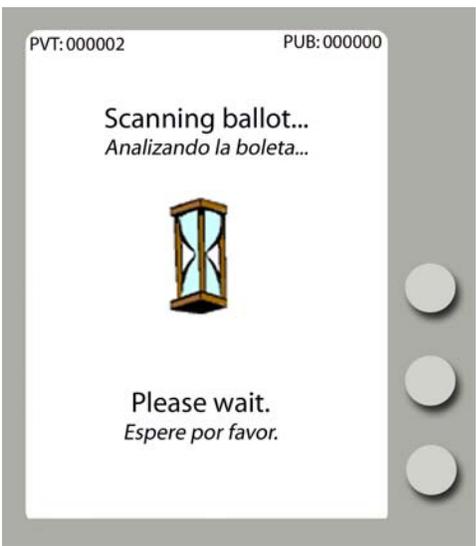
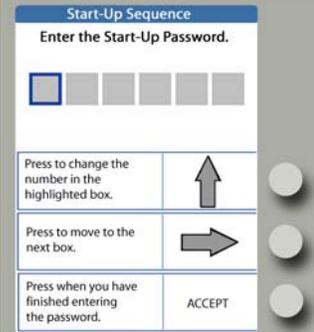
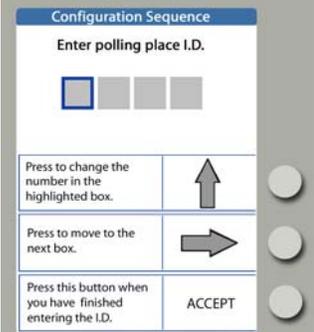
BALLOT-RELATED ERRORS	
Error Codes and Meanings:	Possible Conditions and Resolution:
[ESN-200] Ballot failed to scan properly. (bad box)	<ul style="list-style-type: none"> <input type="checkbox"/> eScan could not locate 1 or more boxes. (Box may be damaged or covered with white-out) <p>Resolution: Rescan ballots footer first. If error persists, spoil ballot and have voter mark another ballot. Clean scanner surface and rollers using a pressurized air canister.</p>
[ESN-201] Ballot failed to scan properly. (bad form)	<ul style="list-style-type: none"> <input type="checkbox"/> eScan could not read/decode the barcodes. <p>Resolution: Rescan ballots footer first. If error persists, check barcodes for damage. Spoil ballot and have voter mark another ballot.</p>
[ESN-202] Ballot failed to scan properly. (nonlinear image)	<ul style="list-style-type: none"> <input type="checkbox"/> Ballot is skewed. <p>Resolution: Rescan ballots footer first.</p>
[ESN-203] Ballot failed to scan properly. (bad image data)	<ul style="list-style-type: none"> <input type="checkbox"/> The scanner did not send complete set of image data. <p>Resolution: Rescan. If error persists, spoil ballot and have voter mark another ballot.</p>
[ESN-204] Ballot failed to scan properly. (test mode not allowed)	<ul style="list-style-type: none"> <input type="checkbox"/> The ballot is a test mode and the MBB is an election mode MBB. This only works in LAT mode. <p>Resolution: Spoil ballot. Follow local procedures.</p>
[ESN-205] Ballot failed to scan properly. (elect mode not allowed)	<ul style="list-style-type: none"> <input type="checkbox"/> The ballot is an Election mode ballot, but there is a Test MBB inside the eScan. <input type="checkbox"/> The system is in LAT mode, only Test ballots allowed. <p>Resolution: Scan correct ballot type.</p>
[ESN-207] Ballot failed to scan properly. (sample ballot not allowed)	<ul style="list-style-type: none"> <input type="checkbox"/> The user tried to scan a sample ballot. <p>Resolution: Sample ballots will not scan. Follow local procedures.</p>
[ESN-208] Ballot failed to scan properly. (bad polling place)	<ul style="list-style-type: none"> <input type="checkbox"/> The ballot is not for this polling place. This could be precinct or party invalid. <p>Resolution: Spoil ballot. Follow local procedures.</p>
[ESN-209] Ballot failed to scan properly. (bad election ID)	<ul style="list-style-type: none"> <input type="checkbox"/> The ballot is not associated with the current election. <p>Resolution: Spoil ballot. Follow local procedures.</p>
[ESN-210] Ballot failed to scan properly. (duplicate serial numbers)	<ul style="list-style-type: none"> <input type="checkbox"/> The ballot has already been scanned into the system <input type="checkbox"/> Duplicates are allowed in LAT mode only. <p>Resolution: Confiscate and quarantine ballot. Follow local procedures.</p>
[ESN-211] Ballot failed to scan properly. (multiple feed)	<ul style="list-style-type: none"> <input type="checkbox"/> More than one ballot is being scanned at a time. <p>Resolution: Separate ballots and scan individually. If damaged, spoil ballots and have voter mark another ballot.</p>
[ESN-212] Paper jam	<ul style="list-style-type: none"> <input type="checkbox"/> Ballot is jammed in the scanner mechanism. <p>Resolution: Lift scanner covers, remove all pieces of paper, blow scanner path clean with a pressurized air canister, rescan the ballot or spoil and scan replacement ballot.</p>

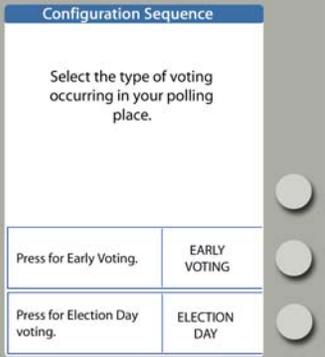
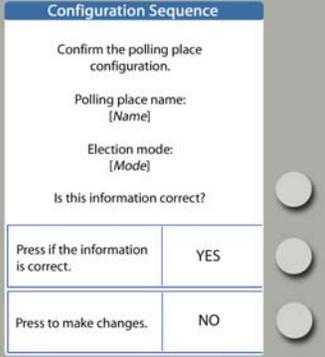
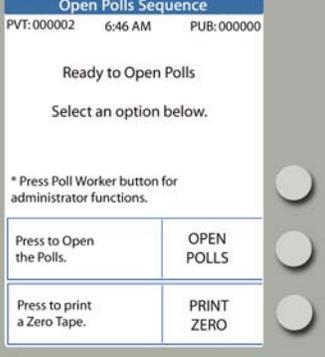
OTHER ERROR MESSAGES	
<i>Error Codes and Meanings:</i>	<i>Possible Conditions and Resolution:</i>
[ESN-300] Power On Self Test (POST) failure.	<input type="checkbox"/> The unit fails start-up diagnostics. Resolution: Restart the eScan. If problem persists, use the Emergency Slot until unit is replaced.
[ESN-301] No signing key found.	<input type="checkbox"/> The unit has no signing key programmed. Resolution: Replace eScan. Return to warehouse to have signing key programmed via SERVO.
[ESN-302] eScan passwords not found.	<input type="checkbox"/> The MBB being used does not contain eScan passwords. Resolution: Ballot origination did not include eScan passwords. Ballot must be reprogrammed in BOSS to include eScan passwords.
[ESN-303] Serial number not found.	<input type="checkbox"/> The eScan unit does not have a valid serial number assigned. Resolution: Replace eScan. Return to warehouse to have signing key programmed via SERVO. If problem persists, contact Hart InterCivic representative.

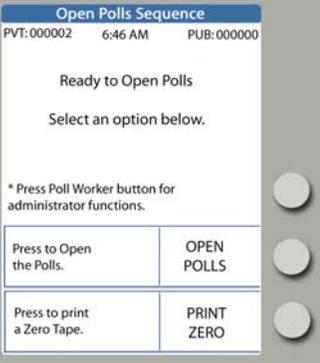
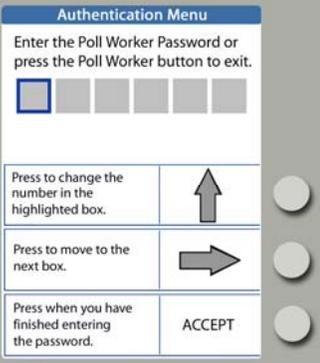
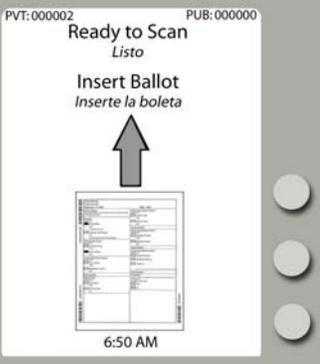
eScan does not work

Steps:	Details:
<p>1. Check all power connections to the eScan.</p> <ul style="list-style-type: none"> • Make certain that the eScan cable connections are seated and connected firmly. • Check the AC power connection on the back of the eScan, at the power “brick”, and at the wall. • If the eScan is plugged into a switched surge protector, check the switch. 	 <p style="text-align: center;">Power “Brick”</p>
<p>2. If the eScan shows an error or alert message, try restarting the device. Press the power switch to the OFF position, wait 30 seconds, and press the switch to the ON position.</p> <p>☞ Refer to page 194 for a list of eScan error codes and recommended actions.</p>	 <p style="text-align: center;">Power Switch in “OFF” Position</p>
<p>3. Enter the required password and follow prompts.</p>	
<p>4. If the eScan still does not work, use the ballot box emergency slot for ballots and <u>call the Elections Office or Help Desk.</u></p>	
<p>Support steps:</p> <p>☞ Refer to “eScan Replacement” on page 199.</p> <p>Ballots deposited in the emergency slot will need to be scanned at the central counting station and/or according to local procedures.</p>	

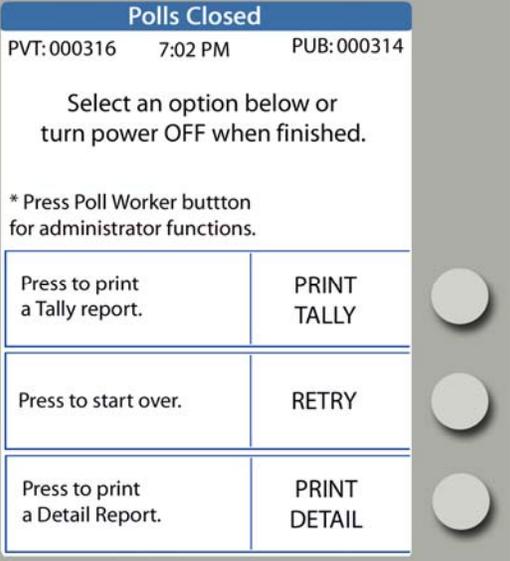
eScan replacement

Screen Shots:	Steps:	Details:
	<p>DO NOT CLOSE POLLS TO REPLACE EQUIPMENT.</p> <ol style="list-style-type: none"> 1. If replacing an eScan, first disconnect all power sources and remove, box, and tag the inoperable eScan. 	
	<ol style="list-style-type: none"> 2. Set up the replacement eScan. 3. Connect the eScan black power cord to the "brick" and then to an electrical outlet, and press the power switch to the ON position. An "eScan Initialized" report prints. 	<p>Leave the "eScan Initialized" report on the eScan, to file with the other Open Polls reports.</p>
	<ol style="list-style-type: none"> 4. Enter the start-up password provided by the Elections Office using the buttons on the eScan, and then press the button next to ACCEPT. 	
	<ol style="list-style-type: none"> 5. Use the eScan buttons to enter the Polling Place I.D. number and press the button next to ACCEPT. 	<ul style="list-style-type: none"> ❑ Polling Place I.D.s are available from the BOSS polling place reports. ❑ If you do not know the Polling Place ID, <u>call the Elections Office or Help Desk</u>.

Screen Shots:	Steps:	Details:
 <p>The screenshot shows a screen titled "Configuration Sequence" with the instruction "Select the type of voting occurring in your polling place." Below this are two rows of buttons. The first row has "Press for Early Voting." and "EARLY VOTING". The second row has "Press for Election Day voting." and "ELECTION DAY".</p>	<p>6. Press the button next to EARLY VOTING if you are opening polls for an Early Voting event, OR press the button next to ELECTION DAY for an Election Day event.</p>	<p>This screen may not appear unless the polling place has both Early Voting and Election Day use.</p>
 <p>The screenshot shows a screen titled "Configuration Sequence" with the instruction "Confirm the polling place configuration." It asks for "Polling place name: [Name]" and "Election mode: [Mode]", followed by "Is this information correct?". At the bottom are two rows of buttons: "Press if the information is correct." with "YES" and "Press to make changes." with "NO".</p>	<p>7. Press the button next to YES if the polling place name and voting type are correct.</p>	<p>The "Election Identification" report prints. Leave this report on the eScan, to be filed with the other Open Polls reports.</p> <p>Check the polling place location and voting type on the report in order to confirm the polling place assignment</p>
 <p>The screenshot shows a screen titled "Configuration Sequence" with system information: "PVT: 000002 6:45 AM PUB: 000000". The main instruction is "Print Zero Tape". At the bottom is a button labeled "PRINT ZERO". A note says "* Press Poll Worker button for administrator functions."</p>	<p>8. Press the button next to PRINT ZERO.</p>	<p>Leave the "Zero" report to file with the other Open Polls reports.</p>
 <p>The screenshot shows a screen titled "Open Polls Sequence" with system information: "PVT: 000002 6:46 AM PUB: 000000". The main instruction is "Ready to Open Polls" and "Select an option below.". At the bottom are two rows of buttons: "Press to Open the Polls." with "OPEN POLLS" and "Press to print a Zero Tape." with "PRINT ZERO". A note says "* Press Poll Worker button for administrator functions."</p>	<p>9. Write the eScan Public Count in the appropriate polling place log.</p>	<p>The Public Count is the "PUB" number in the upper right corner of the Ready to Open Polls screen.</p>

Screen Shots:	Steps:	Details:
	<p>10. Press the button next to OPEN POLLS.</p>	<p>Leave the "Polls Open" report to file with the other Open Polls reports.</p>
	<p>11. Enter the Poll Worker Password provided by the Elections Office, using the eScan buttons, and then press the button next to ACCEPT.</p>	<p>Press the button next to ↑ to increase the digit to the correct digit, and press the button next to → to move to the next box.</p>
	<p>12. The Ready to Scan screen appears.</p>	<p>You are now ready to scan voters' ballots.</p>
	<p>13. Complete the support log, as applicable.</p>	<p>File all reports printed in the appropriate envelope.</p>

Incomplete MBB consolidation

Steps:	Details:
<p>1. If MBB consolidation for Election Day tabulation was performed without including all MBBs that should have been included, from the Polls Closed screen “Select an option below or turn power off when finished”, press the button next to RETRY.</p>	
<p>2. Follow prompts to insert other device MBBs, reinsert the original MBB, and print the finished “Tally” report.</p>	
<p>Support steps: None needed.</p>	

MBB removal



ONLY REMOVE THE MBB IF YOUR INSTRUCTIONS SPECIFICALLY CALL FOR THIS. Otherwise bring the ENTIRE eScan to the substation or central counting facility.

Steps:	Details:
<p>1. To remove the MBB, break the wire security seal securing the MBB slot on the right side of the eScan.</p>	
<p>2. Press the MBB eject button, and then grasp the end of the MBB and pull firmly.</p>	
<p>3. Follow procedures for transporting the MBB to a substation or central counting station.</p>	
<p>Support steps:</p> <ul style="list-style-type: none"> <input type="checkbox"/> If the MBB has been removed accidentally, push it back in and restart the system. <ul style="list-style-type: none"> • File the original eScan security seal in the appropriate envelope and install a new seal. <input type="checkbox"/> If the MBB has been lost or stolen, isolate the eScan and perform MBB recovery steps with SERVO. <ul style="list-style-type: none"> Refer to the SERVO Procedures and the SERVO Operations Manual on page 271. • Replace the eScan in order to continue voting. Refer to “eScan Replacement” on page 199. 	

Paper (ballot) jam

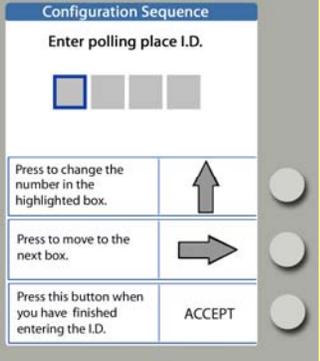
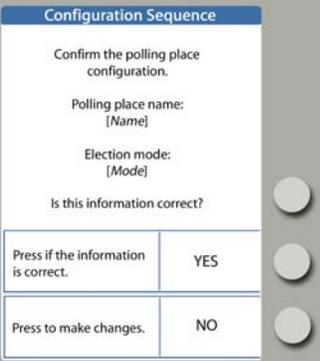
Steps:	Details:
<p>1. If a ballot causes a paper jam in the scanner path, carefully lift both the external <i>AND</i> internal scanner covers and remove all pieces of paper. Take care not to touch any glass surfaces in the scanner path.</p>	 <p style="text-align: center;">Lift the Top Cover First</p>  <p style="text-align: center;">Lift the Inside Cover and Remove the Paper</p>
<p>2. Using a pressurized air canister, blow the scanner path clean of small paper debris.</p>	 <p style="text-align: center;">Pressurized Air Canister</p>
<p>3. Replace the scanner covers, spoil the voter's ballot if it is damaged, and have the voter mark a replacement ballot.</p>	
<p>4. Rescan either the original ballot (if not damaged) <i>OR</i> the replacement ballot.</p>	
<p>5. If the problem persists, <u>call the Elections Office or Help Desk.</u></p>	
<p>Support steps: If it has not been accomplished, blow the scanner path clean with a pressurized air canister.</p>	

Password is invalid

Steps:	Details:
<ol style="list-style-type: none"> 1. If you get an error message after entering an eScan password, verify the password. 2. From the error message screen, press the button next CONTINUE and follow screens to re-start the sequence you were attempting to accomplish. 	 <p>Password is Invalid Screen</p>
<ol style="list-style-type: none"> 3. If you still get an error message, <u>call the Elections Office or Help Desk.</u> 	<p>You are probably using an incorrect password.</p>
<p>Support steps: Check that the correct password was entered. If the error repeats even though the correct password has been entered in the correct manner, replace the eScan.</p>	

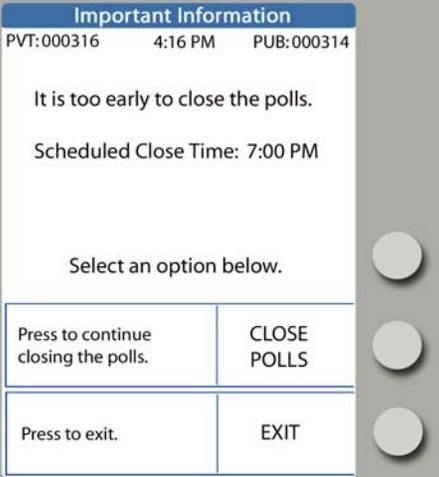
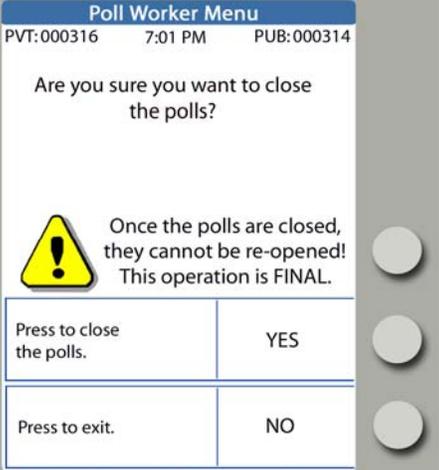
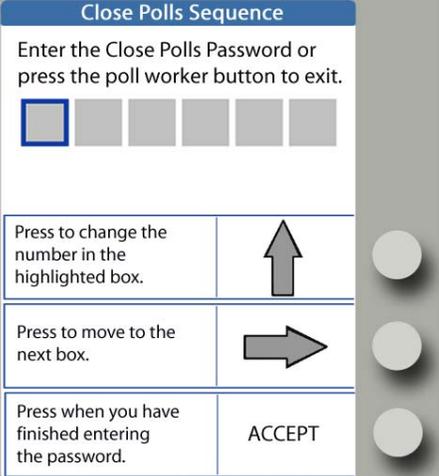
Polling place I.D. and/or voting type identified incorrectly

While setting up the eScan the Polling Place I.D. and type of voting must be set up. Follow these steps if the wrong polling place and/or polling place type is selected.

Steps:	Details:
<p>1. If the incorrect Polling Place I.D. has been entered, on the Enter Polling Place I.D. screen, press the button next to ↑ to increase the digit to the correct digit. And press the button next to → to move to the next box. Press the button next to ACCEPT after entering the entire Polling Place I.D.</p>	
<p>2. If the incorrect Polling Place I.D. has already been accepted, proceed to select the type of voting.</p>	
<p>3. If either the incorrect Polling Place I.D. or Type of Voting has been selected, select the button next to NO from the Confirm the polling place configuration screen. This will return you to the Enter Polling Place I.D. screen.</p>	
<p>4. If the incorrect polling place and/or voting type are already selected, use the ballot box emergency slot for ballots and <u>call the Elections Office or Help Desk.</u></p>	<p>Refer to the “Election Identification” report to confirm polling place name and type of voting.</p>
<p>Support steps: This eScan needs to be replaced if the incorrect polling place location and/or type has already been confirmed. Refer to the BOSS Polling Place Detail report. Ballots deposited in the emergency slot will need to be scanned at the central counting station and/or according to local procedures.</p>	

Polls closed too early

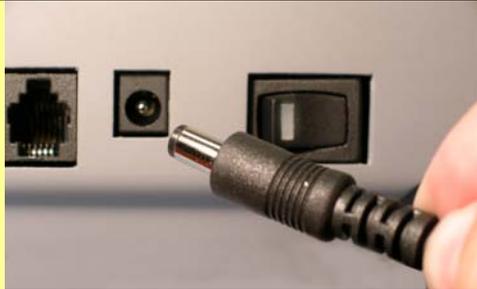
If someone has started the Close Polls sequence before closing time, follow these steps:

Steps:	Details:
<p>1. If you are on the It is too early to close the polls screen, press the button next to EXIT and continue normal operations.</p>	
<p>2. If you are on the Are you sure you want to close the polls? screen, press the button next to NO and continue normal operations.</p>	
<p>3. If you are on the Close Polls Password screen, press the red Poll Worker Button on the back of the eScan and you will return to the Poll Worker Password screen.</p> <p>4. Next, press the button next to EXIT to return to the Ready to Scan ballot screen.</p>	

Polls closed too early

Steps:	Details:
<p>5. If it is Election Day, and you are on a Polls Closed screen, <u>call the Elections Office or Help Desk.</u></p>	
<p>6. If it is an Early Voting day and you are already on the Polls Suspended screen press the eScan power switch to the OFF position, wait 30 seconds, then press it to the ON position, enter the required password, follow screen prompts, and continue processing voters.</p>	
<p>7. File all tapes printed in the appropriate envelope.</p>	
<p>Support steps: If polls have been closed in Election Day mode, the eScan must be reset or replaced in order to continue processing voters. If it is the beginning of the election and no voters have cast ballots to that eScan, it may be reset. NEVER RESET EQUIPMENT IN THE FIELD. If the eScan contains any cast votes, it must be replaced. Check for cast votes by looking at the PUB count on the eScan “Polls Closed” screen in the upper right corner.</p> <p> Refer to “eScan Replacement” on page 199.</p>	

Power fails

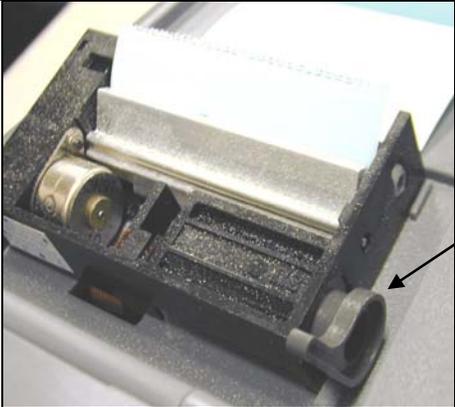
Steps:	Details:
<ol style="list-style-type: none"> 1. Check all power connections to the eScan. <ul style="list-style-type: none"> • Make certain that the eScan cable connections are seated and connected firmly. • Check the AC power connection on the back of the eScan, at the "brick", and at the wall. • If the eScan is plugged into a surge protector that has a switch, check the switch. 	 <p>Power Connection on back of eScan</p>  <p>Connection at Power "Brick"</p>
<ol style="list-style-type: none"> 2. If power to the facility fails <u>call the Elections Office or Help Desk</u> and report the power failure. 	
<ol style="list-style-type: none"> 3. Have voters use the emergency slot in the eScan Ballot Box until power resumes. 	
<ol style="list-style-type: none"> 4. Unplug the eScan from the outlet, in order to avoid a power surge to the device when power returns. 	
<ol style="list-style-type: none"> 5. File the tapes printed upon restart in the appropriate envelope. 	
<p>Support steps: Ballots deposited in the emergency slot will need to be scanned at the central counting station and/or according to local procedures.</p>	

Printer error

Steps:	Details:
<p>1. If the Printer error screen displays, check the eScan printer.</p>	
<p>2. Open the printer cover and check the paper path. ☞ Refer to “Printer paper, changing” on page 211.</p>	
<p>3. Verify that the printer feed lever is in the DOWN position and close the printer cover.</p>	
<p>4. Press the button next to RETRY.</p>	
<p>5. If the printer error message continues to display press the button next to CANCEL PRINT and <u>call the Elections Office or Help Desk</u> and report the problem.</p>	<p>Continue operations.</p>
<p>Support Steps: The eScan will continue to function properly for all tasks other than report printing. If deemed necessary, replace the eScan.</p>	

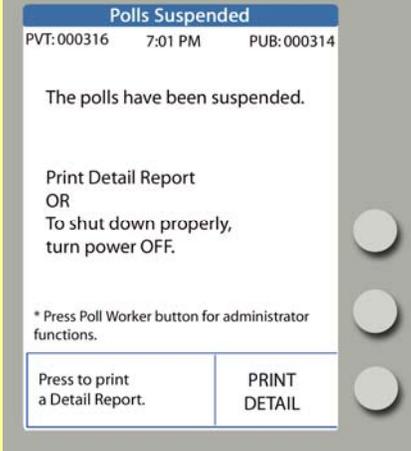
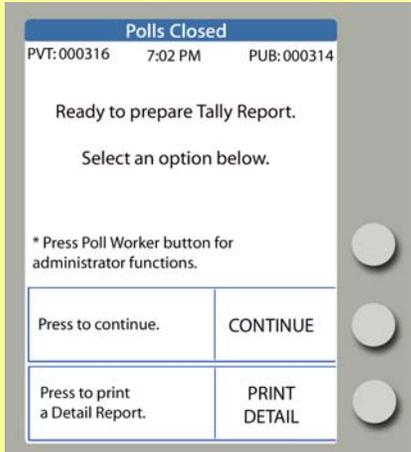
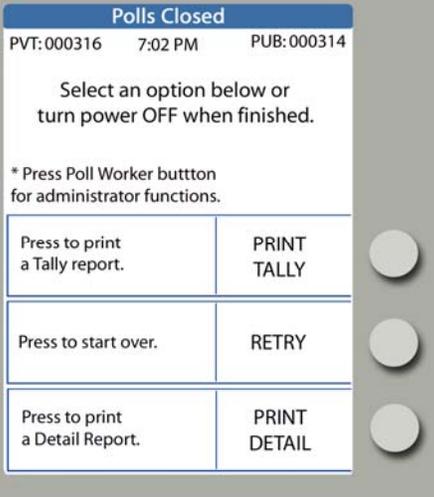
Printer paper, changing

The printer is on the right side of the eScan. It works with a special type of thermal rolled paper. Changing printer paper is similar to feeding paper into a typewriter or dot-matrix printer. Follow these steps to change printer paper:

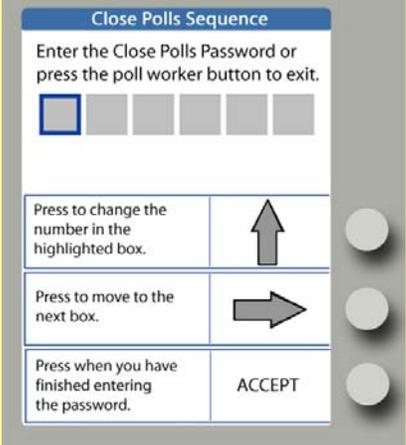
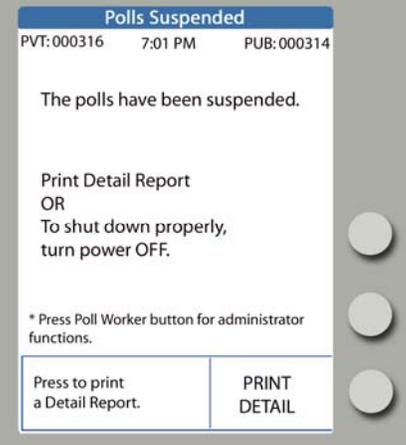
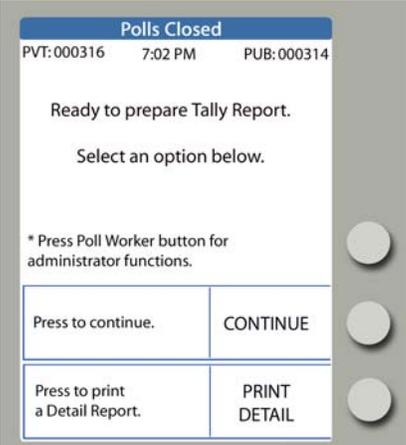
Steps:	Details:
1. Open the lid to the printer compartment. Before removing the old roll, notice how the spindle is inserted through the paper roll and observe the routing of the paper under the rubber roller.	 <p style="text-align: center;">eScan Printer Compartment</p>
2. On the right side of the printer compartment, there is a feed lever. In order for the printer to print, it must be DOWN. In order to change the paper, you must lift it UP. Lift the lever.	
3. Take the old paper off the spindle (like changing paper towels) and insert the spindle into the new roll of paper. Gently peel the free end of the paper off the roll and insert the new roll into its place in the printer compartment so that the roll feeds from the bottom. The spindle tips go into the slots.	 <p style="text-align: center;">eScan Printer Compartment Paper <u>must</u> roll out from the bottom.</p>
4. Slip the free end of the paper under the rubber roller and turn the roller by hand to feed the paper through.	
5. After you get enough paper fed through (around the rubber roller and past the shield) pull some extra paper out, and thread this through the slot on the printer cover so that you have some lead when you close the lid.	
6. Push the feed lever DOWN and close the lid. You are ready to print.	 <p style="text-align: center;">Feed Paper through Slot in Cover</p>
Support steps: None needed.	

Reports, printing

If you must print additional copies of reports immediately after closing polls:

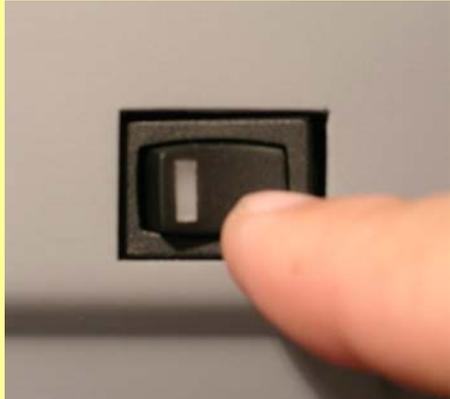
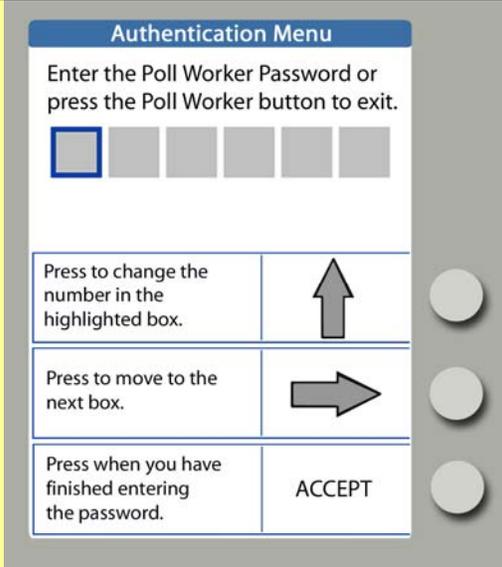
Steps:	Details:
<p>1. In Early Voting mode, from the eScan Polls Suspended screen, press the button next to DAILY DETAIL.</p> <p style="text-align: center;"><i>OR</i></p> <p>In Election Day mode, if on the Ready to prepare Tally Report screen, press the button next to CONTINUE.</p>	<div style="text-align: center;">  <p>Early Voting Polls Suspended Screen</p> </div> <div style="text-align: center; margin-top: 20px;">  <p>Election Day Ready to prepare Tally Report Screen</p> </div>
<p>2. In Election Day mode, if on the Select an option... screen, select either PRINT DETAIL or PRINT TALLY and follow prompts. (Select RETRY only if re-attempting to consolidate MBBs.)</p>	<div style="text-align: center;">  </div>
<p>Support steps: None Needed.</p>	

If you must *RESTART* the eScan in order to print “Daily Detail” and/or “Tally” reports after polls are closed/suspended:

Steps:	Details:
<p>1. In Early Voting mode, after restarting, enter the Poll Worker Password and press the button next to ACCEPT.</p> <p style="text-align: center;"><i>OR</i></p> <p>In Election Day mode, after restarting, enter the Close Polls password and press the button next to ACCEPT.</p>	 <p style="text-align: center;">Election Day Screen</p>
<p>2. In Early Voting mode:</p> <ol style="list-style-type: none"> Press the Poll Worker Button to access the Poll Worker Password. Follow prompts to enter passwords and suspend the polls. From the eScan Polls Suspended screen, press the button next to PRINT DETAIL. <p style="text-align: center;"><i>OR</i></p> <p>In Election Day mode, from the Ready to prepare Tally Report screen, press the button next to CONTINUE and follow prompts to print a “Tally” report or press the button next to PRINT DETAIL.</p>	 <p style="text-align: center;">Early Voting Polls Suspended Screen</p>  <p style="text-align: center;">Election Day Ready to prepare Tally Report Screen</p>
<p>Support steps: None Needed.</p>	

Restarting the eScan

If you need to restart (cycle power to) the eScan because of an error, follow these steps:

Steps:	Details:
1. Make certain that all voters currently voting have access to the emergency ballot slot on the eScan Ballot Box.	
2. Press the eScan power switch to the OFF position.	 <p>Power Switch in "OFF" Position</p>
3. Wait 30 seconds.	
4. Press the eScan power switch to the ON position.	
5. Enter the required password.	 <p>Password screens displayed will vary</p>
6. File all tapes that print in the appropriate envelope.	
7. Continue normal operations.	
<p>Support steps: Ballots deposited in the emergency slot will need to be scanned at the central counting station and/or according to local procedures.</p>	

Screen on eScan is dark

If the eScan is used in direct sunlight, the screen may darken.

Steps:	Details:
1. Move the equipment to a shaded or indoor area. The darkening effect will diminish completely in a few minutes.	This darkened screen effect may also be seen immediately after the eScan is removed from a hot storage area, such as a locked automobile, if the equipment is still hot to the touch when placed into service.
2. Voters may use the emergency ballot slot in the eScan Ballot Box while troubleshooting steps are taking place.	
3. If the screen contrast does not return to normal, <u>call the Elections Office or Help Desk</u> and request replacement equipment.	
<p>Support steps: Ballots deposited in the emergency slot will need to be scanned at the central counting station and/or according to local procedures.</p> <p>Further Information: The LCD specifications call for a maximum operating temperature. At a 95 °F indoors there will not be a problem. However, in the sun the LCD will absorb sunlight energy and heat up past the maximum operating temperature. At this point, the LCD cells do go to black. This is easily demonstrated by leaving your pocket calculator in the car during the afternoon and then trying to use it before it cools somewhat. This is expected behavior.</p>	

Volume, Audio

The eScan volume for audio alerts is automatically set to OFF when the device started up. Follow these steps to change the audio volume settings:

Steps:	Details:
<p>1. From the Ready to Scan screen, press the Poll Worker button, enter the Poll Worker password when prompted, and then press the button next to the AUDIO option in the Poll Worker Menu.</p>	
<p>2. In the Audio Volume screen, press the button next to INCREASE OR DECREASE to change volume. The "Audio level:" reading indicates the current volume setting.</p>	
<p>3. When finished setting the volume, press the button next to EXIT on the Audio Volume screen, and press the button next to EXIT on the Poll Worker Menu screen in order to return to the Ready to Scan screen.</p>	
<p>Support steps: None needed.</p>	

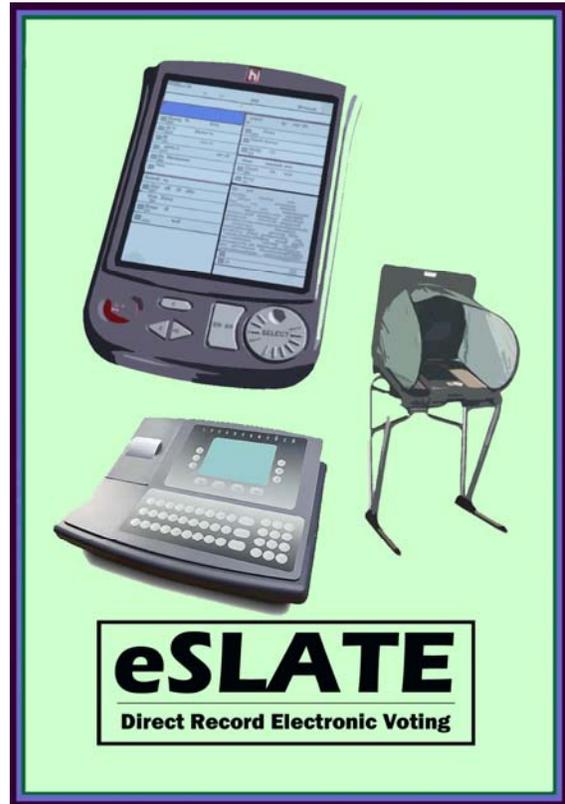
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Notes:

Notes

Notes:

Reading Device Reports



Hart Voting System System Version 6.2 Series

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Introduction

Reading and understanding JBC and eScan device reports is an important skill for support staff, especially those handling post-election report and reconciliation processing tasks. This section explains report data using sample JBC and eScan reports.



Judge's Booth Controller (JBC)

Verifiable Ballot Option printer (VBO)



eScan with Ballot Box

Reading JBC Device Reports

JBC Powerup Report

This report is printed automatically when the JBC is powered on.

The diagram shows a sample JBC Powerup Report enclosed in a dashed box. The report content is as follows:

```

JBC Powerup
Date: 11-07-2006
Time: 06:59:08

Dev Ser No = C>NN>NN
SW Version = N.NN.NN

Power on Diagnostics:
  ** PASS **

=====
    
```

Three callout boxes point to specific parts of the report:

- The first callout points to the date and time (11-07-2006 06:59:08) and contains the text: "Date and time the JBC was powered on (24-hour clock)".
- The second callout points to the device serial number and software version (Dev Ser No = C>NN>NN, SW Version = N.NN.NN) and contains the text: "Device serial number and software version".
- The third callout points to the self-diagnostic test results (** PASS **) and contains the text: "Self-diagnostic test results".

JBC Election Identification Report

This report prints after the polling place site is confirmed.

The diagram shows a sample JBC Election Identification Report enclosed in a dashed box. The report content is as follows:

```

***Test Mode***

Jurisdiction Title
Election Title
Date
Polling Place

Election Identification

Date: 11-07-2006
Time: 06:59:57

Pub Count = 0000000
Pvt Count = 0000380

Jurisdiction Name:
  Jurisdiction

Election Name:
  Election

Election Date:
  Date

Polling Place:
  Location

Polling Place Type:
  Election Day Voting/
  Early Voting

Number of Precincts
  Enabled = N

=====
    
```

Four callout boxes point to specific parts of the report:

- The first callout points to the header line (***Test Mode*** or blank) and contains the text: "If MBB is Test Mode, that is identified here. If MBB is Election Mode, this line is blank." (Note: The original image has a typo 'Election' in the callout).
- The second callout points to the jurisdiction and election details (Jurisdiction Title, Election Title, Date, Polling Place) and contains the text: "A printout of the election definition precedes the report." (Note: The original image has a typo 'precedes' in the callout).
- The third callout points to the date and time (11-07-2006 06:59:57) and contains the text: "Date and time report was printed (24-hour clock)".
- The fourth callout points to the 'Number of Precincts Enabled = N' and contains the text: "Precincts:
 In **EARLY VOTING**, the tape lists the number of precincts that are assigned to the polling place.
 On **ELECTION DAY**, the tape lists the specific precinct numbers/names that are assigned to the polling place." (Note: The original image has a typo 'Election' in the callout).

JBC Network Configuration Report

This report prints after all booths have been assigned.

<pre> ***Test Mode*** Jurisdiction Title Election Title Date Polling Place Network Configuration Date: 11-07-2006 Time: 06:59:58 Booths Configured = 2 Booth Controller Serial Number = C>NN>NNN Software Ver = N>NN>NN Pub Count = 00000 Pvt Count = 0125397 Booth (1) Serial Number = A>NN>NNN Software Ver = N>NN>NN Pub Count = 00000 Pvt Count = 01253 Booth (2) Serial Number = A>NN>NNN Software Ver = N>NN>NN Pub Count = 00000 Pvt Count = 01259 ===== </pre>	<p>If MBB is Test Mode, that is identified here. If MBB is Election Mode, this line is blank.</p> <p>A printout of the election definition precedes the report.</p> <p>Date and time report was printed (24-hour clock)</p> <p>Number of eSlates connected in daisy chain</p> <p>Equipment List of the JBC and each booth assigned</p> <ul style="list-style-type: none"> <input type="checkbox"/> The JBC (Booth Controller) is listed first <input type="checkbox"/> Serial Number is listed for each piece of equipment <input type="checkbox"/> Software version is listed for each piece of equipment <input type="checkbox"/> Public Count = votes cast for this voting event on this machine. On the first day of Early Voting, and on Election Day, the Public Count should be zero. <input type="checkbox"/> Private Count = total votes cast in the life of this machine (counter only) <input type="checkbox"/> Each eSlate (Booth) is listed, in order
--	--

JBC Zero Tape Report

This report prints before you open polls to verify that there have been no votes cast on the system prior to the start of the election.

```

***Test Mode***
Jurisdiction Title
Election Title
Date
Polling Place

Zero Tape Report

Date: 11-07-2006
Time: 06:59:59

*****
Includes N precincts
*****

Contest Title
-- Candidate           0
-- Candidate           0
-- Candidate           0

Contest Title
-- Candidate           0
-- Candidate           0
-- Candidate           0

Proposition Title
-- For                 0
-- Against             0

Ballot Summary
Total ballots voted in
this Tally = 0

ALL ZEROS

Election Official
Signatures

=====

```

If MBB is Test Mode, that is identified here. If MBB is Election Mode, this line is blank.

A printout of the election definition precedes the report.

Date and time report was printed (24-hour clock)

Precincts:

- In **EARY VOTING**, the tape lists the number of precincts that are assigned to the polling place.
- On **ELECTION DAY**, the tape lists the specific precinct numbers/names that are assigned to the polling place and prints a per-contest zero list for each precinct.

Ballot Summary:

- In **EARY VOTING**, the tape lists the total ballots voted in the tally.
- On **ELECTION DAY**, the tape lists the total ballots voted in the precinct after each precinct and the total ballots voted in the tally.

The Zero Tape Report lists the contest title and contestants. **Look for all zeros for all contests.** If this report does not list all zeros call the Elections Office or Help Desk.

JBC Polls Opened Report

This report lists the date and time that polls were opened.

The diagram shows a report layout with three callout boxes:

- Callout 1:** Points to the header line *****Test Mode*****. Text: "If MBB is Test Mode, that is identified here. If MBB is Election Mode, this line is blank."
- Callout 2:** Points to the election definition fields: Jurisdiction Title, Election Title, Date, and Polling Place. Text: "A printout of the election definition precedes the report."
- Callout 3:** Points to the date and time fields: Date: 11-07-2006 and Time: 07:00:00. Text: "Date and time polls were opened and report was printed (24-hour clock)"

The report content is as follows:

```
***Test Mode***
Jurisdiction Title
Election Title
Date
Polling Place
Polls Open
Date: 11-07-2006
Time: 07:00:00
Pub Count = NNNNN
Pvt Count = NNNNNNN
Polls are open.
Ready to accept Ballots.
=====
```

JBC Access Code Report

This report lists the total number of Issued, Voted, Expired, Canceled, and Active Access Codes, and it can be printed any time during the day *after* opening polls and *before* closing polls.

The diagram shows a sample JBC Access Code Report with four callout boxes pointing to specific parts of the report:

- Callout 1:** Points to the header line `***Test Mode***`. Text: "If MBB is Test Mode, that is identified here. If MBB is Election Mode, this line is blank."
- Callout 2:** Points to the election definition fields: `Jurisdiction Title`, `Election Title`, `Date`, and `Polling Place`. Text: "A printout of the election definition precedes the report."
- Callout 3:** Points to the date and time: `Date: 11-07-2006` and `Time: 11:24:26`. Text: "Date and time report was printed (24-hour clock)"
- Callout 4:** Points to the `Access Code Totals:` section. Text: "Access Code Totals:
 Lists the number of access codes Issued, Voted, Expired, Canceled and Active at the date and time printed.
 This report can be printed at any time *after* opening polls and *before* closing polls."

The report content is as follows:

```
***Test Mode***
Jurisdiction Title
Election Title
Date
Polling Place
Access Code Report
Date: 11-07-2006
Time: 11:24:26
Access Code Totals:
Issued   = 750
Voted   = 747
Expired  = 1
Canceled = 1
Active   = 1
=====
```

JBC Polls Suspended Report

This report is printed automatically when the polls are suspended for Early Voting.

Test Mode

Jurisdiction Title
Election Title
Date
Polling Place

Polls Suspended Report

Date: 11-02-2006
Time: 20:01:01

Booth Controller

Dev Ser No = C>NNNNN
SW Version = N.NN.NN
Pub Count = 01996
Pvt Count = 0125390

Booth (1)

Dev Ser No = A>NNNNN
SW Version = N.NN.NN
Pub Count = 01053
Pvt Count = 02553

.

Booth (N)

Dev Ser No = A>NNNNN
SW Version = N.NN.NN
Pub Count = NNNNN
Pvt Count = NNNNN

Daily Summary

Access Code Totals:
Issued = NNNNN
Voted = NNNNN
Expired = NNNNN
Canceled = NNNNN

Precincts Voted = N

Cumulative Summary

Access Code Totals:
Issued = NNNNN
Voted = NNNNN
Expired = NNNNN
Canceled = NNNNN

Precincts Voted = N
=====

If MBB is Test Mode, that is identified here. If MBB is Election Mode, this line is blank.

A printout of the election definition precedes the report.

Date and time report was printed (24-hour clock)

Equipment list of all connected equipment when the polls were suspended

- The JBC (Booth Controller) is listed first
- Serial Number is listed for each piece of equipment
- Software version is listed for each piece of equipment
- Public Count = votes cast for this Early Voting event on this machine (Cast Vote Records (CVRs) stored)
- Private Count = total votes cast in the life of this machine (count only)
- Each eSlate (Booth) is listed, in order

The **Daily (access code) Summary** reports the number of access codes Issued, Voted, Expired, and Canceled for the current day of Early Voting. The count is based on calendar days, not on JBC on/off or open/close cycles. This report also indicates the number of precincts voted.

The **Cumulative (access code) Summary** reports the number of access codes Issued, Voted, Expired, and Canceled. This report also indicates the number of precincts voted.

JBC Daily Detail Report

This report provides a detailed account of Early Voting activity by precinct. This report can be printed on demand after the polls have been suspended.

<pre> ***Test Mode*** Jurisdiction Title Election Title Date Polling Place Voters By Precinct Date: 11-02-2006 Time: 20:01:05 Precincts Issued = 2 Precinct Name Issued Voted ----- 123-100 0059 0059 123-200 0081 0081 Daily Summary Access Code Totals: Issued = 650 Voted = 647 Expired = 2 Canceled = 1 Active = 0 Precincts Voted = 2 Cumulative Summary Access Code Totals: Issued = NNNNN Voted = NNNNN Expired = NNNNN Canceled = NNNNN Active = NNNNN Precincts Voted = 2 ===== </pre>	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>If MBB is Test Mode, that is identified here. If MBB is Election Mode, this line is blank.</p> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>A printout of the election definition precedes the report.</p> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>The date and time report was printed (24-hour clock)</p> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Number of precincts voted on the current day of Early Voting</p> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>List of each Precinct, the number of access codes issued, and number of votes per precinct (For example: Precinct 123-100 had 59 codes issued and 59 codes voted)</p> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>The Daily (Access Code) Summary reports the number of access codes Issued, Voted, Expired, and Canceled for the current day of Early Voting. The count is based on calendar days, not on JBC on/off or open/close cycles. This report also indicates the number of precincts voted.</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p>The Cumulative (Access Code) Summary reports the number of access codes Issued, Voted, Expired, and Canceled. This report also indicates the number of precincts voted.</p> </div>
---	--

JBC Polls Closed Report

This report prints when you close the polls on Election Day.

The diagram illustrates a sample JBC Polls Closed Report with callout boxes explaining various fields:

- ***Test Mode*****: If MBB is Test Mode, that is identified here. If MBB is Election Mode, this line is blank.
- Jurisdiction Title, Election Title, Date, Polling Place**: A printout of the election definition precedes the report.
- Polls Closed**: Date and time report was printed (24-hour clock).
- DATE: 11-07-2006, TIME: 20:01:01**: Date and time report was printed (24-hour clock).
- Booth Controller**: Equipment list of all connected equipment when the polls were closed.
 - The JBC (Booth Controller) is listed first
 - Serial Number is listed for each piece of equipment
 - Software version is listed for each piece of equipment
 - Public Count = votes cast for this Early Voting event on this machine (Cast Vote Records (CVRs) stored)
 - Private Count = total votes cast in the life of this machine (count only)
 - Each eSlate (Booth) is listed, in order
- Booth (1)**: Booth information for the first booth.
- Booth (N)**: Booth information for the Nth booth.

=====

JBC Tally Report

This report prints when you choose the "Tally" report option on the JBC after closing the polls on Election Day. It is the final tabulation from that JBC.

The diagram illustrates the layout of a JBC Tally Report with callout boxes explaining key sections:

- Test Mode:** A black header box containing "***Test Mode***". Callout: "If MBB is Test Mode, that is identified here. If MBB is Election Mode, this line is blank."
- Election Definition:** Fields for Jurisdiction Title, Election Title, Date, and Polling Place. Callout: "A printout of the election definition precedes the report."
- Report Header:** A black header box containing "Unofficial Tally Report by Precinct".
- Date and Time:** Fields for Date (11-07-2006) and Time (06:59:58). Callout: "Date and time report was printed (24-hour clock)".
- MBB IDs:** A list of MBB IDs included in the report. Callout: "List of all MBBs included in the report by the number assigned when written in BOSS".
- Precinct and Polling Place:** Fields for Precinct (123) and Polling Place. Callout: "Precinct and Polling Place".
- Contest 1:** A table with columns for Contest Title, Candidate, and Total Number of Votes. Callout: "First Contest Name".
- Contest 2:** A table with columns for Contest Title, Candidate, and Total Number of Votes. Callout: "Second Contest Name".
- Proposition:** Fields for Proposition Title, For, and Against. Callout: "Totals DO NOT include N provisional ballot(s)".
- Access Code Summary:** A table showing counts for Issued, Voted, Expired, and Canceled access codes. Callout: "Provisional ballot count: [] Indicates number of provisional ballots either included, or not included, in JBC tally report, according to how election was set up." and "The Access Code Summary: [] Reports the number of access codes Issued, Voted, Expired, and Canceled. Account of eSlate provisional ballots IS included in the access code Summary."
- Signatures:** Fields for Election Official and Signatures.

JBC Write-In Report (General Election)

This report prints when you choose the "Write-In" report option on the JBC *after* closing the polls on Election Day. It lists the number of write-ins recorded on that JBC by precinct then contest.

The diagram illustrates a sample JBC Write-In Report with callout boxes explaining various fields and their meanings:

- ***Test Mode*****: If MBB is Test Mode, that is identified here. If MBB is Election Mode, this line is blank.
- Jurisdiction Title, Election Title, Date, Polling Place**: A printout of the election definition precedes the report.
- Write-In Report**: Section header.
- Date: 11-07-2006, Time: 06:59:58**: Date and time report was printed (24-hour clock).
- Precinct: 123, Polling Place Name**: Precinct and Polling Place.
- Contest 1**: Section header.
- Candidate**: Candidate names.
- INCL**: Includes write-in options.
- NN**: No write-in options.
- Contest 2**: Section header.
- Contest 2 did not contain write-in options, so it does not appear.**
- Contest 3**: Section header.
- 0_**: No write-in options.
- Contest 3 had write-in options, but they were not selected.**
- Contest 4**: Section header.
- **BLANK****: No write-in options.
- 2_**: Two write-in options.
- Contest 4 had two write-in options. Both options were selected, but neither have text associated. (No write-in name was entered.)**
- Polling Place, Provisional Summary, Provisional Ballots Not Included**: This is printed if the election has been configured to exclude provisional ballots.
- Election Official Signatures**: These lines at the end of the report may be used for signatures, if necessary.

JBC Write-In Report (Primary Election)

This report prints when you choose the "Write-In" report option on the JBC *after* closing the polls on Election Day. It lists the number of write-ins recorded on that JBC by precinct, then party, and then contest.

```

***Test Mode***

Jurisdiction Title
Election Title
Date
Polling Place

Write-In Report

Date: 11-07-2006
Time: 06:59:58

*****
Precinct: 123
Polling Place Name
*****
INCL
-----
REP
-----
Contest 1
-- Candidate
NN
-----
DEM
-----
Contest 1
-- Candidate
NN
*****
Precinct: 124
Polling Place Name
*****
-----
REP
-----
Contest 1
-- Candidate
NN

Polling Place
Provisional Summary
Provisional Ballots Not Included

Election Official Signatures
-----
=====

```

If MBB is Test Mode, that is identified here. If MBB is Election Mode, this line is blank.

A printout of the election definition precedes the report.

Date and time report was printed (24-hour clock)

Precinct and Polling Place

Parties are listed in the order they are defined in BOSS.

Note: Crossover write-in selections are included in the tally of the party that the non-partisan voter chose (for example, REP or DEM). They are not tallied separately (for example, NP-DEM or NP-REP).

This is printed if the election has been configured to exclude provisional ballots.

These lines at the end of the report may be used for signatures, if necessary.

Reading Verifiable Ballot Option (VBO) Printer Reports

VBO Power Up Report

This report is printed automatically when you power on the VBO.

```
Power Up Report

Software Version:      NN.NN.NN
Serial Number:        V1234F
Power On Diagnostics: ** PASS **
Battery Status:       LOW
Power Source:         AC power
-----
```

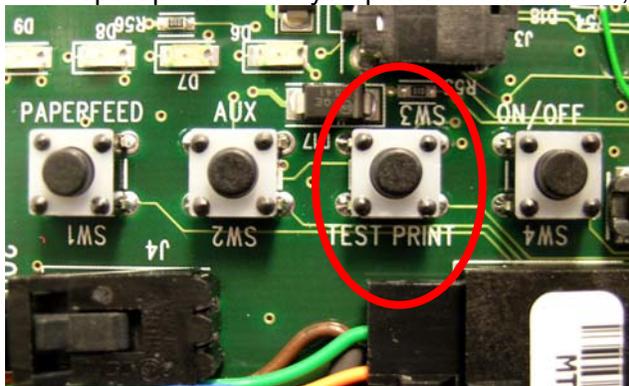


The Power Up Report displays:

- The software version of the VBO printer
- The VBO printer serial number
- Power on diagnostics PASS or FAIL
- Battery Status LOW, OKAY, or NONE
- If the printer is running on AC power, the power source displays AC.
- If the printer is running on battery power, the power source displays BATTERY.

VBO Test Page Report

This report prints when you press microswitch 3, TEST PRINT, on the VBO printer.



```

Test Page
Battery Status: 7.6V OKAY
LTPV series Interface
PTV00P01 [ ver. 1.07 ]
29.Aug.2005
Copyright© : SII
*****
Mechanism: LPTV445
112mm, 5V, 8dot/mm
* DIP SWITCH 1*
1. .2) Data input: Parallel
* DIP SWITCH 2
2) Legacy mode: Enable
3) Page rotation: Disable
4) Mechanism select: Automatic
* Extend RAM: 128Kbyte
* Gaiji Font enable
* Down-load Font enable

* TEST PRINT *
!"#$%&'()*+,-./0123456789:;<=>?@ABCDEFGHIJKLMNOPS
TUVWXYZ[\]^_`abcdefghijklmnopqrstuvwxyz{|}~çüéâãäåçê
ëèìíîïĀĂĔĂŁöøùÿŮŰƒƔƖƒáíóúñÑªº¼½ı«»⏏⏐⏑⏒⏓⏔⏕⏖⏗⏘⏙⏚⏛⏜⏝⏞⏟⏠⏡⏢⏣⏤⏥⏦⏧⏨⏩⏪⏫⏬⏭⏮⏯⏰⏱⏲⏳⏴⏵⏶⏷⏸⏹⏺⏻⏼⏽⏾⏿
±≥≤[ ] ÷ ≈ ° · √ n ² ■
=====
=====

```

The Test Page Report displays:

- Battery Status LOW, OKAY, or NONE
- Data and test patterns to demonstrate that the internal printer is functional

VBO Connection Report

This report prints whenever the eSlate successfully communicates with a VBO printer after losing communication with that printer for more than 30 seconds. The eSlate identifies that it is the same VBO printer by checking the public serial number of the VBO printer. The VBO printer prints a Connection Report whenever a new printer is swapped in. The eSlate identifies that it is a different VBO printer by checking the public serial number of the printer.

```

                                     Connection Report
Printer Ser. Number: V1234F      Printer Software Version: 1.7.5
eSlate Ser. Number: A1234F      eSlate Software Version: 4.2.3
Battery Status: OKAY            Power Source: AC Power
=====
```

The Connection Report displays:

- The VBO printer serial number
- The software version of the VBO printer
- The connected eSlate serial number
- The eSlate software version displays.
- Battery Status LOW, OKAY, or NONE
- The source of power to the VBO printer
 - If the printer is running on AC power, the power source displays AC.
 - If the printer is running on battery power, the power source displays BATTERY.

VBO Polls Opened Report

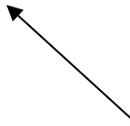
This report prints whenever the eSlate transitions into a polls opened state or whenever a new Printer is installed after the polls have been opened.

Polls Open Report

Date: 11-07-2006	Time: 6:59:33
Printer Ser. Number: V1234F	Printer Software Version: 1.7.5
eSlate Ser. Number: A1234F	eSlate Software Version: 4.2.3
eSlate Public Count: 00000	eSlate Private Count: 12345
Election:	
Election ID:	
Jurisdiction:	
MBB ID:	
Polling Place:	
Polling Place ID:	
Type of Voting:	
=====	

The Polls Opened Report displays:

- The current date when printed
- The current time when printed
- The VBO printer serial number
- The software version of the VBO printer
- The connected eSlate serial number
- The eSlate software version
- The Public count (CVRs) of the connected eSlate
- The Private count (historical data) of the connected eSlate
- The Election Title
- The Election ID
- The Jurisdiction Title
- The MBB ID
- The Polling Place name
- The Polling Place ID
- The Type of Voting: Early Voting or Election Day



VBO Polls Closed Report

This report prints whenever the eSlate transitions into a polls-closed state.

Polls Closed Report

Date: 11-07-2006	Time: 19:01:49
Printer Ser. Number: V1234F	Printer Software Version: 1.7.5
eSlate Ser. Number: A1234F	eSlate Software Version: 4.2.3
eSlate Public Count: 12345	eSlate Private Count: 67890

Election:
Election ID:
Jurisdiction:
MBB ID:
Polling Place:
Polling Place ID:
Type of Voting:
=====

The Polls Closed Report displays:

- The current date when printed
- The current time when printed
- The VBO printer serial number
- The software version of the VBO printer
- The connected eSlate serial number
- The eSlate software version
- The Public count (CVRs) of the connected eSlate
- The Private count (historical data) of the connected eSlate
- The Election Title
- The Election ID
- The Jurisdiction Title
- The MBB ID
- The Polling Place name
- The Polling Place ID
- The Type of Voting: Early Voting or Election Day

VBO Ballot Verification Page Report

This report prints whenever a Paper Verification Page displays on the eSlate.

Official Ballot

Election:
 Ballot Key: 12345678
 Polling Place Type:
 Provisional Ballot: YES Ballot Code: 110233
 Precinct: NNNNNNNNNN-NNN Party: XXX
 eSlate Ser. Number: A1234F Printer Ser. Number: V1234F

Paper Verification Page

Contest	Selected
Secretary	Aladin
Sheriff	No selections
Planning Committee	Cinderella
Planning Committee	No selections
Planning Committee	No selections
Fellowship Committee	No selections
Fellowship Committee	No selections
Proposition 1	No selections
Proposition 1A	No selections
Proposition 2	No selections
Director of Photography - South Distri	No selections
Director of Music - South District	No selections
Director of Music - South District	No selections
Set Manager - Central District	No selections

BALLOT ACCEPTED



- The header displays:
- "Official Ballot"
 - The Election Title
 - A unique Ballot Key
 - The Polling Place Type; Early Voting or Election Day
 - If the ballot is a provisional (or retrievable) ballot, YES, and the Ballot Code display.
 - The Precinct ID
 - If a closed or modified closed primary, the Party displays.
 - The connected eSlate serial number
 - The VBO printer serial number

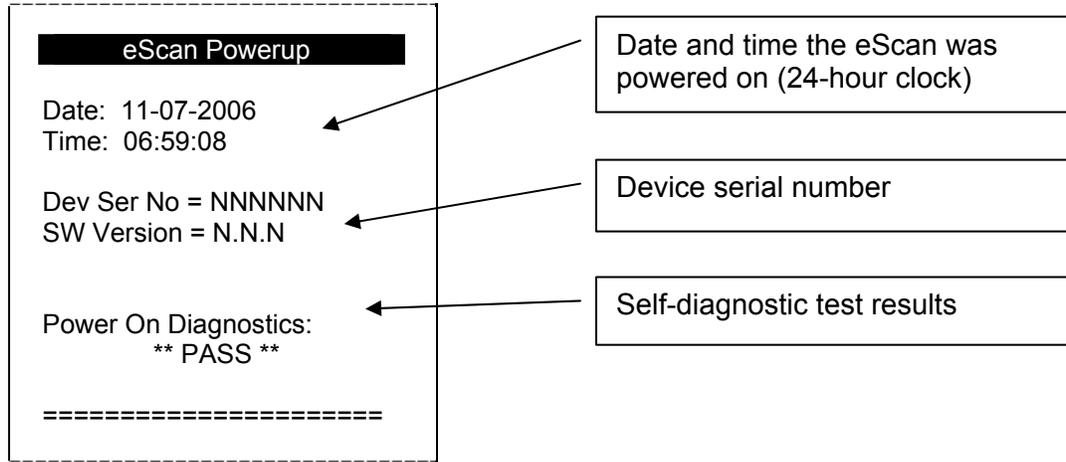
- The voter's choices, as shown on the current eSlate Paper Verification Page display.

- If the voter casts the ballot, BALLOT ACCEPTED and a 2-D bar code including ballot information print.
- The printer scrolls all printed information out of view.
- If the voter rejects the ballot, BALLOT REJECTED and a 2-D bar code that includes the Ballot Key and "rejected" print.

Reading eScan Device Reports

eScan Powerup Report

This report is printed automatically when the eScan is powered on.



eScan Election Identification Report

This report prints after the polling place site is confirmed and after cycling power.

The diagram shows a sample report with callout boxes explaining its components:

- ***Test Mode*****: A header line. Callout: "If MBB is Test Mode, that is identified here. If MBB is Election Mode, this line is blank."
- Jurisdiction Title**, **Election Title**, **Date**, **Polling Place**: Fields for election definition. Callout: "A printout of the election definition precedes the report."
- Election Identification**: A section header.
- Date: 11-07-2006**, **Time: 06:59:57**: Date and time report was printed (24-hour clock). Callout: "Date and time report was printed (24-hour clock)"
- Pub Count = NNNNNNN**, **Pvt Count = NNNNNNN**: Public and Private counts. Callout: "Public Count = votes cast for this voting event on this machine. On the first day of Absentee or Early Voting, and on Election Day, the Public Count should be Zero. Private Count = total votes cast in the life of this machine, including embedded LAT (counter only)."
 - Public Count = votes cast for this voting event on this machine. On the first day of Absentee or Early Voting, and on Election Day, the Public Count should be Zero.
 - Private Count = total votes cast in the life of this machine, including embedded LAT (counter only)
- Jurisdiction Name: Jurisdiction**, **Election Name: Election**, **Election Date: Date**, **Polling Place: Location**, **Polling Place Type: Type**: Fields for identification. Callout: "Jurisdiction Name, Election Name, Election Date, Polling Place Name, Polling Place Type: Absentee, Early Voting, or Election Day"
- Number of Precincts Enabled = N**: Number of precincts. Callout: "Precincts: In **ABSENTEE** and **EARLY VOTING**, the tape lists the number of precincts that are assigned to the polling place. On **ELECTION DAY**, the tape lists the specific precinct numbers/names that are assigned to the polling place."

eScan Zero Tape Report

This report prints before you open polls to verify that there have been no votes cast on the system prior to the start of the election.

```

***Test Mode***

Jurisdiction Title
Election Title
Date
Polling Place

Zero Tape Report

Date: 11-07-2006
Time: 06:59:59

*****
Includes N precincts
*****

Contest Title
-- Candidate           0
-- Candidate           0
-- Candidate           0
-- Candidate           0

Contest Title
-- Candidate           0
-- Candidate           0
-- Candidate           0

Proposition Title
-- For                 0
-- Against             0

Ballot Summary
Total ballots voted in
this Tally = 0

ALL ZEROS

Election Official
Signatures

=====

```

If MBB is Test Mode, that is identified here. If MBB is Election Mode, this line is blank.

A printout of the election definition precedes the report.

Date and time report was printed (24-hour clock)

Precincts:

- In **ABSENTEE** and **EARLY VOTING**, the tape lists the number of precincts that are assigned to the polling place.
- On **ELECTION DAY**, the tape lists the specific precinct numbers/names that are assigned to the polling place and prints a per-contest zero list for each precinct.

The Zero Tape Report lists the contest title and contestants. **Look for all ZEROS for all contests.** If this report does not list all zeros call the Elections Office or Help Desk.

eScan Polls Open Report

This report is printed automatically when the polls are opened and after power is cycled.

The diagram shows a sample report with callout boxes:

- ***Test Mode*****: If MBB is Test Mode, that is identified here. If MBB is Election Mode, this line is blank.
- Jurisdiction Title, Election Title, Date, Polling Place: A printout of the election definition precedes the report.
- Polls Open**: Date and time report was printed (24-hour clock).
- Date: 11-07-2006, Time: 20:01:01: Date and time report was printed (24-hour clock).
- Pub Count = NNNNNNN, Pvt Count = NNNNNNN: eScan data:
 - Public Count = votes cast for this event on this machine (Cast Vote Records, or CVRs, stored)
 - Private Count = total votes cast in the life of this machine, including embedded LAT (count only)
 - Statement of polls open and device readiness
- Polls are open. Ready to accept Ballots. =====: eScan data: Statement of polls open and device readiness.

eScan Polls Suspended Report

This report is printed automatically when the polls are suspended for Absentee or Early Voting.

The diagram shows a sample report with callout boxes:

- ***Test Mode*****: If MBB is Test Mode, that is identified here. If MBB is Election Mode, this line is blank.
- Jurisdiction Title, Election Title, Date, Polling Place**: A printout of the election definition precedes the report.
- Polls Suspended Report**: Date and time report was printed (24-hour clock)
- Date: 11-02-2006, Time: 20:01:01**: Date and time report was printed (24-hour clock)
- Dev Ser No = NNNNNN, SW Version = N.NN.NN, Pub Count = 0000200, Pvt Count = 0005200**: eScan data:
 - Serial Number
 - Software version
 - Public Count = votes cast for this event on this machine (Cast Vote Records, or CVRs, stored)
 - Private Count = total votes cast in the life of this machine, including embedded LAT (count only)

eScan Detail Report

This report provides a detailed account of voting activity by precinct. This report can be printed on demand after the polls have been suspended or closed.

The diagram shows a sample eScan Detail Report enclosed in a dashed box. Four callout boxes with arrows point to specific parts of the report:

- Callout 1:** Points to the header line `***Test Mode***`. Text: "If MBB is Test Mode, that is identified here. If MBB is Election Mode, this line is blank."
- Callout 2:** Points to the election definition fields: "Jurisdiction Title", "Election Title", "Date", and "Polling Place". Text: "A printout of the election definition precedes the report."
- Callout 3:** Points to the date and time: "Date: 11-02-2006" and "Time: 20:02:05". Text: "The date and time report was printed (24-hour clock)"
- Callout 4:** Points to the precinct data table. Text: "List of:
 Precinct numbers included
 Daily ballots processed per precinct
 Cumulative ballots processed per precinct
 Total ballots processed this day and cumulative"

```
***Test Mode***

Jurisdiction Title
Election Title
Date
Polling Place

Detail Report

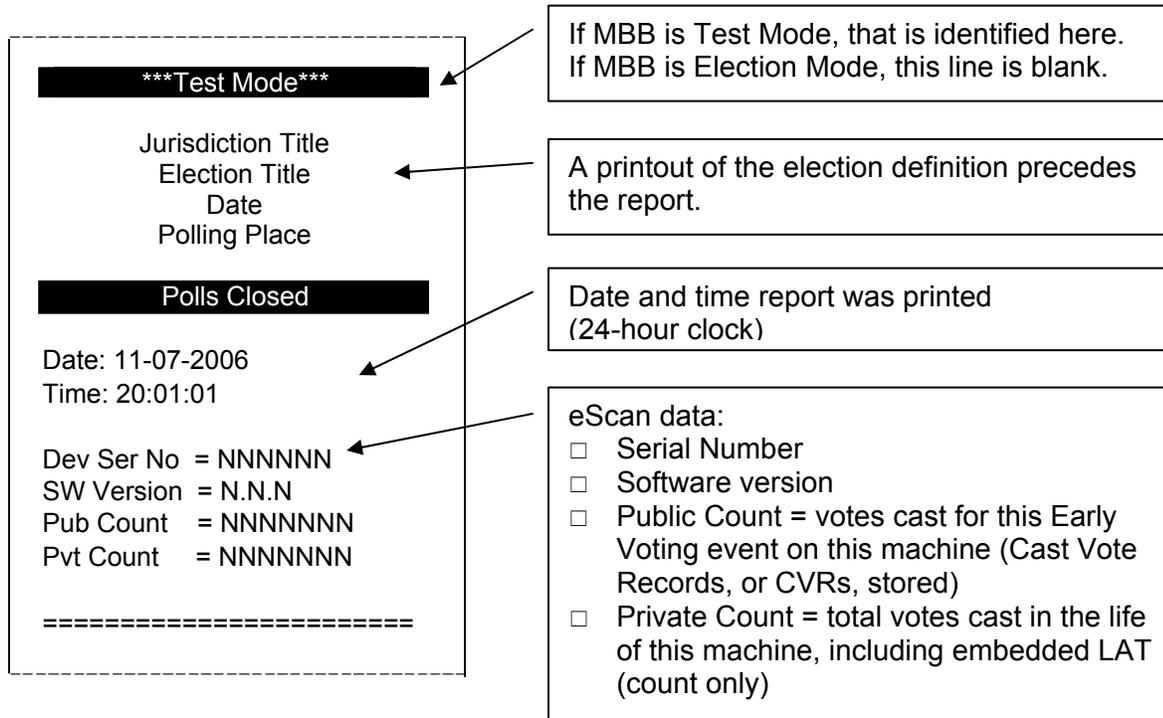
Date: 11-02-2006
Time: 20:02:05

Precinct  DAILY  TOTAL
1          50     200
2         100     150
-----
Total     150     350

=====
```

eScan Polls Closed Report

This report prints when you close the polls on Election Day.



eScan Tally Report

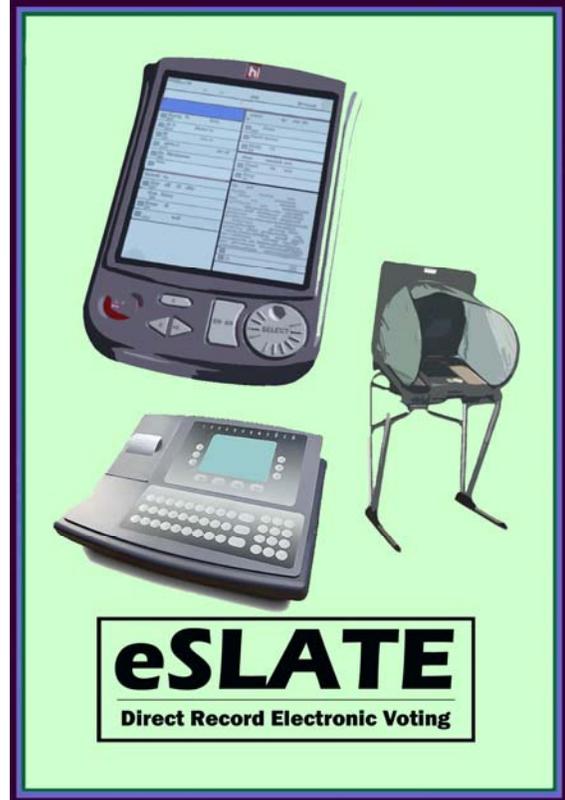
This report prints when you choose to print the "Tally" report on the eScan *after* closing the polls on Election Day. It can be printed for either the eScan device alone, or consolidated devices.

<pre> ***Test Mode*** Jurisdiction Title Election Title Date Polling Place Unofficial Tally Report by Precinct Date: 11-07-2006 Time: 06:59:58 MBB ID included in Tally Report: I.D. # N Total number of MBBs: N ***** Precinct: 123 ***** Contest Title -- Candidate NN -- Candidate NN Contest Title -- Candidate NN -- Candidate NN Proposition Title -- For NN -- Against NN <u>Precinct Ballot Summary</u> Total Ballots voted in this Precinct = NN <u>Ballot Summary</u> Total Ballots voted in this Tally = NN <u>Election Official</u> <u>Signatures</u> _____ _____ ===== </pre>	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> If MBB is Test Mode, that is identified here. If MBB is Election Mode, this line is blank. </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> A printout of the election definition precedes the report. </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> Date and time report was printed (24-hour clock) </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> List of MBBs included in the report and the total number of MBBs. This allows you to distinguish between consolidated and eScan-only tally reports. </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> Precinct </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <u>First Contest Name</u> 1st Contest Option/Candidate 1 Total Number of Votes 1st Contest Option/Candidate 2 Total Number of Votes </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <u>Second Contest Name</u> 2nd Contest Option/Candidate 1 Total Number of Votes 2nd Contest Option/Candidate 2 Total Number of Votes </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> The Precinct Ballot Summary reports the number of ballots voted per precinct. </div> <div style="border: 1px solid black; padding: 5px;"> The Ballot Summary reports the number of ballots voted cumulatively (all precincts). In a consolidated Tally (JBC and eScan), the number of "Total Ballots" does NOT include eSlate provisional ballots unless otherwise programmed in BOSS. </div>
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Notes

Notes:

MBB Processing and Election Night Procedures



Hart Voting System System Version 6.2 Series

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Introduction

This section serves as a guide for MBB processing procedures at Rally Substations and at a Central Counting Station during Early Voting and Election Day.



The MBB Transfer Envelope label goes on the MBB Transfer Envelope after the MBB is removed from the device. The envelope contains the MBB, the device seal, and the Ballot & Seal Certificate. After processing, the envelope goes to the counting station. Labels print 2 X 3 on the Avery label stock #5164.



Hart Voting System Mobile Ballot Box, or MBB

- ☞ For a complete set of standard Hart Voting System logs and labels, refer to the tabs in this binder.

MBB Processing and Election Night Procedures

MATERIALS AND SUPPLIES NEEDED

1. Paperwork from Predefine process of devices for checking seal and serial numbers
2. SERVO laptop with cables for backing up JBCs and eScans
3. Two Events created in SERVO, 1 for Early Voting and 1 for Election Day
4. Extra paper for Tally printing (In case JBC or eScan has no paper)
5. Pens, black and red permanent markers, and Post-It™ Notes
6. Surge strips and extension cords
7. Folding tables and chairs

EARLY VOTING BALLOT BOARD (or the equivalent)

1. Receive sealed devices, Reconciliation Logs, Canceled Booth Logs, and the appropriate envelopes from Early Voting sites no earlier than the close of Early Voting in person.
2. Verify Access Codes Voted/Ballots Cast on JBC or eScan tape (cumulative summary report from last day of Early Voting device tape left on device) matches the expected count, total number voters checked in (signatures). If tape was not left on device, power up and print tape.
3. If Access Codes Voted/Ballots Cast on the JBC or eScan report and total number of voters checked in does not match, reconcile using the daily device reports and the device Reconciliation Log from the polling place.
4. Record total Access Codes Voted/Ballots Cast (Cast Vote Records) on Mobile Ballot Box transfer envelope.
5. Record the number of Cast Vote Records in black permanent marker on each JBC or eScan device tape (pull extra tape through and mark).
6. Record total number of Access Codes Issued, Voted, Expired, and Canceled, and/or eScan Ballots Cast, on Ballot & Seal Certificate.
7. Verify seal numbers from Device/MBB Tracking Log, and record seal numbers on Ballot & Seal Certificate; Collect signatures; Make a copy to go in the MBB transfer envelope, keep the original certificate with Early Voting Ballot Board records.
8. Break device seal and remove MBB from device; Place MBB in transfer envelope.
9. Place broken device seal into the MBB transfer envelope.
10. Receive by-mail device MBB, if applicable, from by-mail voting along with device reports (for Ballot Now; "Scanned Ballots By Batch", "Election", and "Audit Log" reports).
11. Verify that the by-mail device Public Counter record and Total Accepted Ballots record agree (for Ballot Now, compare the "Election" report and the total of the "Scanned Ballots by Batch" reports' ballots written to MBB).
12. Place the by-mail MBBs in an MBB transfer envelope along with a copy of the device reports. Keep original copies of device reports with the Early Voting Ballot Board Records.
13. Deliver MBBs to Central Counting Station or secure storage area until Election Day.
14. Store JBC, eScan, and eSlate equipment securely, and in isolation from Election Day equipment, until Election Day.

ELECTION DAY BACKUP OF EARLY VOTING EQUIPMENT

1. In SERVO, create Early Voting event for the election.
2. Obtain Early Voting suspend reports from equipment and read Public Count numbers to know number of cast vote records you are expecting to be backed up into SERVO per device, or read off of device tapes/notes as devices are received.
3. In SERVO, go to the Device menu and click Backup and Reset. Select the checkbox under Backup Data.
4. Attach SERVO cable to back of a *powered on* JBC or eScan. This should only take a few seconds. You will see the numbers of CVR and Audit Logs from the device on the SERVO screen, and you will hear an audible “ding” indicating that the device has been backed up. Wait five seconds after the “ding” before you remove the SERVO cable.
5. Unplug backed up device from power, place check mark on device tape in red permanent marker, and move device to a secure “backed up devices” area.
6. Repeat until complete.

ELECTION DAY MBB PROCESSING

1. Receive sealed devices from Election Day sites no earlier than the close of Election Day polls *OR* receive MBBs and seals from Election Day sites in MBB transfer envelope.
2. Verify Access Codes Voted/Ballots Cast on JBC or eScan tape (report from the device tape left on device) matches the expected count, total number voters checked in (signatures). If tape was not left on device, power on and print tape.
3. If Access Codes Voted/Ballots Cast on the device report and total number of voters checked in does not match, reconcile using the device reports and the device Reconciliation Log from the polling place.
4. Record total Access Codes Voted/Ballots Cast on MBB transfer envelope.
5. Record the number of Cast Vote Records in black permanent marker on each JBC or eScan device tape (pull extra tape through and mark).
6. Record total number of Access Codes Issued, Voted, Expired, and Canceled and/or eScan ballots cast, on Ballot & Seal Certificate.
7. Verify seal numbers from Device/MBB Tracking Log, and record seal numbers on Ballot & Seal Certificate; Collect signatures; Make a copy to go in the MBB transfer envelope, keep the original certificate with official records.
8. Break device seal and remove MBB from device; Place MBB in transfer envelope.
9. Place broken device seal into the MBB transfer envelope.
10. Deliver MBBs and associated documentation to Rally PC at Substation or to Tally PC at Central Counting Station.
11. Deliver eScan and/or JBC devices, along with a notation (on device tape, in black permanent marker) of the number of Cast Vote Records per device, to the SERVO station.

ELECTION DAY RALLY AND/OR CENTRAL COUNTING (Tally) STATION

1. Print Tally (and Rally) zero report(s).
2. Open MBB envelope; inspect original device seal numbers and confirm with Ballot & Seal Certificate, which also serves as receipt (for by-mail system printed report in envelope serves as receipt).
3. Read Early Voting in person (and by-mail, if applicable) MBBs into Tally. Return MBBs to envelopes after they are read; mark MBBs and envelopes "processed".
4. After each MBB is read, print "Polling Place Status" and/or "MBB Status" reports to verify that the total number of votes cast match the number of Access Codes Voted/Ballots Cast (optional step).
5. Read and process Election Day MBBs in Tally (and/or Rally). Mark MBBs "processed". Return MBBs to envelopes after they are read; and mark envelopes "processed".
6. After each MBB is processed in Tally, print "Polling Place Status" and/or "MBB Status" reports to verify that the total number of votes cast matches the number of Access Codes Voted/Ballots Cast (optional step).
7. Process Write-In votes in Tally, if applicable.
8. Print cumulative results reports to be certified and signed by Central Count Station Official.
9. Print and prepare Tally application reports. Verify Rally reports.
10. Read and process late by-mail MBBs in Tally, if applicable, process provisional ballots, and print final official "Canvass" reports at the appropriate date and time.

BACKUP OF ELECTION DAY EQUIPMENT

1. In SERVO, create Election Day event for the election.
2. Obtain Election Day device tally reports from equipment and read Public Count numbers to know number of cast vote records you are expecting to be backed up into SERVO per device, or read off of device tapes/notes as devices are received.
3. In SERVO, go to the Device menu and click Backup and Reset. Select the checkbox under Backup Data.
4. Attach SERVO cable to back of *powered on* JBC or eScan. This should only take a few seconds. You will see the numbers of CVR and Audit Logs from the device on the SERVO screen, and you will hear an audible "ding" indicating that the device has been backed up. Wait five seconds after the "ding" before you remove the SERVO cable.
5. Unplug backed up device from power, place check mark on device tape in red permanent marker, and move device to a secure "backed up devices" area.
6. Repeat until complete.
7. Backup SERVO database to CD when complete, BEFORE YOU LEAVE ELECTION NIGHT.

Notes

Notes:

Glossary of Terms



Hart Voting System
System Version 6.2

Term:	Definition:
Abandoned Ballot	A ballot that the voter did not cast into the ballot box before leaving the polling place. On an eSlate, this is a ballot that the voter did not cast by pressing the CAST BALLOT button and the voter is not present. Local election rules dictate dispensation of an abandoned ballot.
Absentee Ballot	An official ballot issued to a voter who will be "absent" from the polling place on Election Day.
Absentee Voting	A voting method by which people can cast their ballots without going to the polling place on Election Day. Early Voting is sometimes referred to as "Absentee-in-person," and by-mail voting is sometimes referred to as "Absentee-by-mail."
Access Code	The four-digit number given to each voter that indicates to the eSlate system which precinct and ballot style to display to the voter on the eSlate voting unit. The Access Code is printed on a slip of paper printed on the JBC.
Access Code Status Report	A JBC report that is printed on-demand. It lists the number of Access Codes issued, voted, expired, canceled, and active.
Access Code Summary	A JBC report that is printed with the "Tally" report when polls are closed on Election Day. It lists the number of Access Codes issued, voted, expired, and canceled.
Americans with Disabilities Act (ADA)	A 1990 federal act (Public Law 101-336) that established comprehensive standards for the treatment of persons with disabilities in employment, public accommodations, and other programs, including those operated by state and local governments.
ATA	Advanced Technology Attachment; a disk drive implementation that integrates the controller on the disk drive itself.
Audio Card	Used in a DAU eSlate, the PC card that contains the audio prompt recordings for an election. Formerly also called a "DAU Card".
Audit Log, Audit Trail, Audit Report	Recorded information that allows elections officials to view the steps that occurred on the equipment included in an election to verify or reconstruct the steps followed without compromising ballot or voter secrecy.
Authentication	The verification of the identity of a person or process. In a communication system, authentication verifies that messages really come from their stated source, like the signature on a (paper) letter.
Ballot Box, eScan	A secure receptacle for the eScan that collects scanned paper ballots and that has an emergency compartment for temporary storage of voted ballots in case the eScan is disabled.

Ballot Box Security Seal	The seal attached to the MBB door on a JBC or eScan to secure the installed MBB. Also, the seal attached to the lid/receptacle junction of the eScan ballot box.
Ballot Code	A unique number assigned to either a provisional ballot or an Early Voting retrievable ballot to enable swift retrieval of that ballot from the Hart Voting System Tally application by election officials.
Ballot Format	The arrangement of the ballot created in BOSS. Ballots may be formatted for the eSlate or for Ballot Now.
Ballot Instructions	Instructional text that appears at the top of the ballot. There are two separate types of Ballot Instruction text: (1) eSlate and (2) Ballot Now. There is also separate audio instruction associated with the eSlate ballot instruction.
Ballot Key	The unique alphanumeric identifier associated with each VBO cast vote record. This identifier aids in reconciling votes in case of a manual recount.
Ballot Now™	The Hart Voting System software application that prints paper ballots on demand and then digitally images the voted ballots to save for delivery to Tally.
Ballot Now Image Processor	Ballot Now Image Processor (BNIP) is an application that runs in parallel with Ballot Now. After scanning ballots, BNIP processes ballot images.
Ballot Origination Software System™ (BOSS)	The software application used to build an election database and create ballot styles. BOSS is used to write the MBB, Audio, Solo, and Demo cards used in Hart Voting System equipment.
Ballot Style	<p>One of any number of specific ballot configurations issued to the appropriate precinct. At minimum, ballot styles differ from one another in content. They may also differ in size of type, in language used, or in method of presentation (e.g., visual or audio).</p> <p>A ballot with a unique collection of contests to be used in the election. Every precinct's (or split precinct's) ballot is linked to one ballot style and there may be several precincts with the same ballot style. The ballot style information is carried on the MBB. A ballot style barcode is printed on the ballot.</p>
Ballot Text	Instructional text embedded in the ballot. Ballot Text is often used to identify a section of the ballot.
Bar Code	A printed horizontal strip of vertical bars of varying widths, groups of which represent decimal digits. In the Hart Voting System, bar codes are required in order for paper ballots to be correctly scanned. Ballot Now uses bar codes to represent a ballot page's election identifier (ID), party ID, language ID, precinct ID, sheet ID, serial number (if applied), page number, ballot type, and duplex code.
Card Device	The PC-card drive for reading and writing Hart Voting System data and audio cards.

Cast Vote Record (CVR)	An anonymous record of the contest options that a voter selected on his/her cast ballot. In the Hart Voting System, Cast Vote Records are stored in electronic format. One Cast Vote Record is equivalent to one ballot.
Challenged Ballot	Terminology and rules for “challenged ballots” or “challenged voters” vary by state. In general, a challenged ballot results when a voter’s right to cast a ballot in a certain jurisdiction is challenged for various procedural reasons. If the challenge stands, the voter may, in most cases, vote provisionally.
Contest	A choice to be made on the ballot; a race. Contest types include offices, issues, referendums, propositions and questions.
Credentials	Authentication information that enables access to operations in the system or associated databases. Credentials typically include user IDs and passwords.
Cumulative (Access Code) Summary	A summary on the JBC “Suspend Report” or “Daily Detail Report” that lists the Access Codes issued, voted, expired, and canceled for the entire session of Early Voting.
Cumulative Voting	The votes for each candidate in an office contest are replicated as many times as the number of valid choices.
Cyclic Redundancy Check	A continuous test of each transfer of data within a system to ensure that the data received at the end of the transfer is the same as the data originated by the source.
(Daily) Detail Report	A report that the JBC or eScan prints when the polls at an Early Voting site are suspended. This report identifies the number of ballots cast per precinct.
Daily (Access Code) Summary	A summary on the JBC “Suspend Report” and “Daily Detail Report” that lists the Access Codes issued, voted, expired, and canceled for only the current day of Early Voting.
Daisy Chain	Items connected in a series. The eSlates are daisy chained, one to another, with one plugging into the JBC.
Damaged Contest	In Ballot Now, a mark requiring resolution because the option box has been erased or partially erased (damaged). A damaged contest may be resolved for voter intent or confirmed. If confirmed, a damaged contest will register as no choice for that selection. This may result in fewer selections than allowed for that contest; i.e., an undervote.
Database	A storage point for information (data).
Demo Card	An ATA memory card that contains both ballot and audio data for use in a Demonstration eSlate.

Demonstration eSlate (Demo)	An eSlate set up for voter education purposes, to allow voters to practice using the eSlate buttons and interface (including headphones and adaptive devices, if desired) on a functioning unit that cannot record votes. A Demonstration eSlate does not require a JBC in order to display ballots because it uses a special ATA memory card that contains both ballot and audio data. Demonstration eSlates are also known as “demo units.”
Digital Signature	An encrypted digital code appended to data, making it possible to require authentication before allowing access to that data.
Direct Record Electronic (DRE)	The election industry term for an electronic machine at which a voter can view, vote, and cast a ballot.
Disabled Access Unit™ (DAU)	An eSlate that includes accessory components so that disabled persons can vote independently and privately. DAU eSlates include a module that accepts audio cards so that voters can listen to the ballot with headphones. DAU eSlates also have jacks for tactile input switches or “sip and puff” devices so that voters with limited mobility have alternatives to the SELECT wheel.
District	A selection of precincts and/or split precincts that determine a voting group.
Duplicate Ballot	During scanning, if serial numbers were printed on ballots, Ballot Now will search the database for an identical ballot serial number every time a ballot is scanned, and disallow the ballot if it is a duplicate.
Duplex	Two-sided. In Ballot Now ballots are printed and scanned on both sides of the ballot sheet. The eScan scans both sides of the ballot sheet.
Early Voting	In the Hart Voting System, the term for votes cast in-person prior to Election Day. Nomenclature for “Early Voting” varies from state to state in the U.S.A. (Absentee In-Person, Absentee Walk-In, etc.). Totals are not available from the polling place during the Early Voting period (i.e., no “Tally” report available).
Early Voting Retrievable Ballot	Ballots cast on the eSlate at Early Voting polling places that can be retrieved by Ballot Code from the Tally tabulation application by election officials. The Ballot Code is printed on the Retrieval Stub for an Early Voting retrievable ballot. A checkbox in BOSS must be selected in order to identify eSlate ballots cast during Early Voting as retrievable.
eCM	eSlate Cryptographic Module; a highly secure peripheral USB device provided by Hart InterCivic. The eCM contains the signing key, the key ID, and the eCM PIN required to perform certain functions in the Hart Voting System applications.
eCM Manager	The Hart InterCivic software application that manages approved security functions for use in the Hart Voting System. eCM Manager is used to create a signing key, and then write the signing key, key ID and eCM PIN to the eSlate Cryptographic Module (eCM).

eCM PIN	eSlate Cryptographic Module Personal Identification Number; a password selected by the jurisdiction system administrator before any signing keys are written. This PIN is used to access functions requiring the eCM.
EDX	Election Definition XML (eXtensible markup language); a format for election information data exchange.
Election Assistance Commission (EAC)	An independent federal commission that serves as a national clearinghouse and resource for the compilation of information and review of procedures with respect to the administration of federal elections.
Election ID	An election identification code that is unique for every election. The election ID is used internally by the software applications.
Election Identification Report	A report that the JBC or eScan prints when the polling place ID is selected. The report contains the current date and time, jurisdiction name, election name, election date, polling place, and number of precincts enabled for the polling place. For Election Day, shows the name of all precincts enabled for the polling place.
Election Management System (EMS)	A set of processing functions and databases within a Voting System that define, develop and maintain election databases; perform election definition and setup functions; format ballots; count votes; consolidate and report results; and maintain audit trails.
Encryption	Any procedure used in cryptography to convert plaintext into ciphertext (encrypted message) in order to prevent any but the intended recipient from reading that data.
eScan™	Hart InterCivic's precinct paper ballot scanning device. A paper ballot printed from Ballot Now can be scanned and recorded on this device.
eSlate®	Hart InterCivic's direct record electronic (DRE) voting device. An electronic ballot can be viewed, voted, and recorded on this device.
Event	In SERVO, a specific backup of a set of devices in SERVO. An Election MBB is required to create an Event. Each Event relates directly to either an Election or a Test Election.
FEC	Federal Election Commission, an independent federal regulatory agency. Voting systems regulation formerly assigned to this body have been transferred to the Elections Assistance Commission (EAC).
Finalized	In BOSS, the database status that prevents further data modification and writing of MBBs to make it available to Tally. In Tally, the database status that prevents further reading of votes from MBBs into Tally.

FireWire	A personal computer and digital video serial bus interface standard offering high-speed communications and isochronous real-time data services. FireWire (also known as i.Link or IEEE 1394) can be considered a successor technology to the SCSI Parallel Interface. FireWire is capable of transfer speeds of up to 400 megabits per second.
Firmware	Computer programs (software) stored in read-only memory (ROM) devices embedded in the system and not capable of being altered during system operation. For purposes of applying the Standards, firmware is considered a form of software.
Flash Memory	Reprogrammable, read only memory that is used in PC cards or MBBs. Flash Memory does not require continuous electric power to operate. It is a system that can store more data and work faster than a traditional floppy disk.
Fractional Cumulative Voting	A voter selects at least one candidate in a contest that allows votes for multiple options, but selects fewer than the number of options allowed. The unvoted options that were allowable are distributed equally to the voted options.
Functionality Test	Testing of hardware functionality (e.g., testing to see that an eSlate button responds when pressed).
Fusion™	A supplemental Hart Voting System software application used to integrate data, as from Tally and another voting system, and/or to provide custom reporting.
Hart Voting System	The full suite of Hart InterCivic's election software and hardware products, covering everything from ballot creation to tabulation. Includes: BOSS, Ballot Now, eScan, JBC, eSlate, Rally, Tally, utility products, and SERVO. Previously referred to as the 'eSlate Electronic Voting System.'
Hash	Algorithm that maps a bit string of arbitrary length to a fixed-length bit string. Approved hash functions satisfy the following properties: (a) it is computationally infeasible to find any input that maps to any prespecified output, and (b) it is computationally infeasible to find any two distinct inputs that map to the same output.
HAVA	The Help America Vote Act, signed into law October, 2002. HAVA intends to assist states in the administration of federal elections and establishes "minimum standards for states and units of local governments with the responsibility for the administration of federal elections."
Incomplete Ballot	A multi-sheet ballot being scanned in a scan batch that has its first sheet, but is missing following sheets.
Infusion™	A supplemental Hart Voting System software utility used to extract data, as from another voting system or voter registration system, and/or to provide ballot data formatted for import into BOSS.

Initialized Report	A report printed from the JBC and eScan any time the device is powered on. This report shows a timestamp, firmware version, and diagnostic test result. A self-diagnostic test is run on the system, and the result is indicated as “**PASS**” on the report.
Judge’s Booth Controller™ (JBC)	The control unit of the eSlate system, through which a poll worker distributes electronic ballots to the eSlate and DAU eSlate.
Jurisdiction	A precinct or group of precincts managed by a single organization.
Key GUID	Key Globally Unique Identifier. A unique, system-generated value assigned to each signing key in the eCM Manager.
Key ID	A user-selected identification number that prompts the eCM Manager application to generate a new 128-bit encrypted signing key. Allowed values are from 1 to 99.
Locked Ballot	In Ballot Now, a ballot that is currently checked out in the resolve process for editing by a user.
Logic and Accuracy Test (L& A or LAT)	In the context of an election, a test to check the accuracy of a piece of voting equipment. An LAT is accomplished by feeding test ballots for which the results are already known (i.e., a “test deck”) through the ballot counting system and comparing the results with the expected results. If an error occurs (i.e., the actual test deck count does not match the expected count), then the problem is investigated and corrected, and the test is repeated.
MBB, Election	An MBB used to collect votes for an election. The Election MBB can only contain information from Election ballots.
MBB, Test	An MBB used for test purposes when validating the eSlate system before an election. The Test MBB can only contain information from Test ballots.
Mobile Ballot Box™ (MBB)	A PC card that holds all of the ballot information for the Hart Voting System. An MBB is placed in the JBC unit, the eScan device, and/or in the Ballot Now computer. Cast Vote Records are also stored on MBBs, which are read into Tally. Audio is not stored on an MBB.
Network Configuration Report	A report printed on the JBC after booths are assigned. The report contains the serial number, software version, PUB count, and PVT count for the JBC and each eSlate unit.
Non-partisan Office	An elected office for which candidates run independent of political party affiliation.
Orphan Ballot	A multi-sheet ballot being scanned in a scan batch that has missing leading sheets.
Overvote	The generally prohibited practice of voting for more than the allotted number of options for a given contest. On the eSlate it is not possible to overvote.

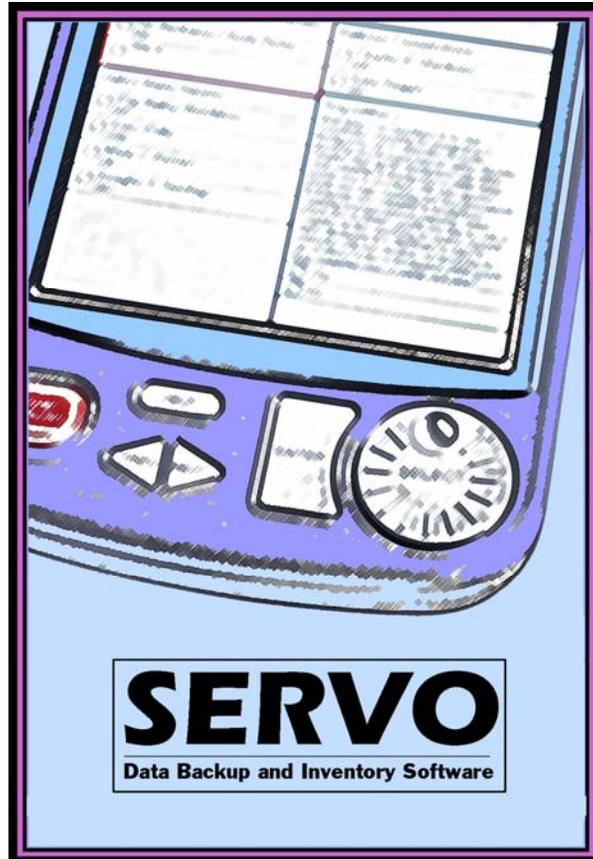
Party	A political party, for example Democratic or Republican.
PC Card	An information storage device that is about the size of a credit card. Similar to a USB memory stick. It is also called a "PCMCIA" card. In the Hart Voting System it is called a Mobile Ballot Box (MBB), an audio card, or a demo card.
Persistence	A property of a programming language where created objects and variables continue to exist and retain their values between runs of the program.
Polling Place	The area within the polling location where voters cast ballots. Often a single polling place supports several precincts.
Polls Closed Report	Report printed by the JBC, VBO and/or eScan when the polls are closed. This report includes a timestamp indicating the date and time printed.
Polls Open Report	Report printed by the JBC, VBO and/or eScan when the polls are opened. This report includes a timestamp indicating the date and time printed.
Poll Worker Button	A button, located on the back panel of the eScan device, used to access poll worker and administrator functions.
Precinct	A jurisdiction subdivision for election purposes.
Precinct Voting System (PVS)	A legacy term for those components of the Hart Voting System that are used for election activities at individual polling places.
Provisional Ballot	A ballot provided to individuals who claim they are eligible to vote but whose eligibility cannot be confirmed when they present themselves to vote. Once voted, such ballots are not included in the tabulation until after the voter's eligibility is confirmed.
Provisional Ballot Stub	A report that prints below the Access Code when a provisional ballot is requested during the "Add Voter" procedure on the JBC. This stub includes the Ballot Code used for ballot retrieval during the tabulation process. The stub must be separated from the Access Code and kept for ballot tracking purposes for this unique type of ballot.
Provisional Parsing	The process of selectively reporting on a provisional ballot only those contests in which a provisional voter is eligible to vote, based on his/her precinct of residence. Provisional parsing becomes necessary when the provisional voter has cast a ballot outside of his/her correct precinct, and the voted ballot style includes contests for which the voter is not eligible to vote. When the Tally software application is installed, users have the option to enable a provisional parsing interface. If enabled, once the Tally application has selectively identified (i.e., "parsed") those contests on a provisional ballot for which voted options shall be reported, election officials can choose <i>how</i> to report results: cast votes may be associated with the original precinct in which the provisional ballot was actually cast, or they may be reassigned to the voter's correct precinct.

Provisional Voter	A voter whose eligibility is yet to be determined at a given polling place. A provisional voter is allowed to vote on a “provisional ballot” under conditions set by state election law. Because the voter is “provisional”, his/her ballot must be retrievable by election officials under certain conditions that vary from state to state.
PUB (Public) Count	Also called the “ballot counter”. A six-digit number, shown on the JBC and eScan configuration reports and Polls Open screen, and in the Ballot Now window, that indicates how many votes have been counted, and CVRs recorded, on that machine for the current election. The public count of a device is reset to “zero” during warehouse operations between elections.
PVT (Private) Count	A six-digit number, shown on the JBC and eScan configuration reports and Polls Open screen, and in the Ballot Now window, that indicates how many ballots have been cast on that machine in its lifetime. CVRs are not associated with the private counter. The private counter cannot be zeroed.
Rally™	The Hart Voting System™ application that reads, stores, and transfers CVRs via local area network or modem connection to a PC running the Tally application.
Replacement Ballot	A ballot that is designated by the election authority to be a replacement for a spoiled ballot.
Resolution	The Ballot Now task of assigning the voter’s intent to votes on ballots that contain an undervoted contest, an overvoted contest, or a contest with a selected write-in. Resolution may also exclude a completely blank ballot or a damaged ballot.
Sample Ballot	A ballot printed as a sample of the real election ballot. Sample ballots contain a special barcode which prevents them from being included as a CVR in an MBB.
Scan Batch	A group of ballot sheets to be scanned. Each scan batch has certain number of sheets. Ballot Now assigns and prints a sequence number when the ballots are printed. The user can assign comments to a scan batch in the Scan Ballots window prior to scanning the batch of ballots.
Select Wheel	The rotary wheel on the eSlate and DAU eSlate that allows a voter to navigate the ballot and highlight choices by turning the wheel.
Serial Number	A barcode and/or human-readable number placed on the ballot stub and/or the sheets of a ballot that uniquely identifies the ballot in order to prevent duplicate scanning of paper ballots.
SERVO™	The eSlate application used as a System for Election Record Verification and Operations. This application is used for polling place equipment cast vote record backup, recovery, recount, and resetting.
Sheet	In reference to Ballot Now paper ballots, one piece of paper printed on both sides, i.e., duplex. Ballot Now ballots can consist of no more than 9 sheets.

Signing Key	A true 128-bit random number used to cryptographically protect data, making it possible to require authentication before allowing access to the data. In the Hart Voting System, the signing key is written to the eCM, JBCs, eScans, and MBBs.
Sip-and-Puff	A voter's personal input device that connects to the DAU eSlate in the disabled access jack. This enables disabled voters with extremely limited mobility to vote with a mouth-controlled device.
Split Precinct	The smallest division of a precinct for election purposes.
Spoiled Ballot	A ballot that has been rendered invalid by a voter who is still present at the polling place, making it necessary to give the voter a new ballot. With the eSlate, a ballot is spoiled if the voter gets the wrong ballot style, the wrong language, or is not on the DAU eSlate but needs to be.
SSL	Secure Sockets Layer; a protocol developed by Netscape for transmitting private documents via the Internet. SSL works by using a private key to encrypt data that is transferred over the SSL connection.
Straight Party Voting	A voting method that presents a contest that allows selection of a single political party in order to automatically select candidates of that party in contests that allow straight party voting.
Suspend Report	A JBC or eScan report that automatically prints when polls are suspended in Early Voting. For the JBC, the report lists the PUB count and PVT count of the JBC and eSlate units, a Daily (Access Code) Summary, and a Cumulative (Access Code) Summary, as well as a timestamp.
Tactile Input Switches	Also called "dual mode switches," "jelly switches," or "buddy buttons," these red and green "paddles" enable voters with disabilities to vote without using the SELECT wheel and ENTER button on the eSlate. Voters without fine motor control may use these. The red tactile input switch allows voters to navigate through the ballot, similar to turning the SELECT wheel in a clockwise direction. The green switch is similar to pressing the ENTER button.
Tally™	The Hart Voting System tabulation software. After an election, the Tally software counts the votes on the MBB(s) and produces reports on those cast votes.
Tally Report Tape	An Election Day report that may be printed on a JBC or eScan after polls are closed. It includes the date, time, precinct, a tally of votes for each contest, and an Access Code or ballot summary. BOSS includes a setting for allowing, or disallowing, this report to be printed from the JBC or eScan after close of polls on Election Day.
TRANS	Translation, Recording, and Audio Normalization System; an eSlate application for translating multi-language ballot text and for recording all audio (including English) to be imported into the BOSS database.

Undervote	The practice of voting for less than the total number of election contests listed on the ballot, or of voting for less than the number of options allotted for a given contest.
UPS	Uninterruptible Power Supply.
USB	Universal Serial Bus; an external peripheral interface standard for communication between a computer and other devices. In the Hart Voting System, an eCM connects to a USB port.
VBO	Verifiable Ballot Option; the Hart Voting System VVPAT (Voter-Verified Paper Audit Trail) device that can be connected to the eSlate or Demonstration eSlate inside the voting booth in order to print a paper record of each ballot cast.
Voter Registration Computer	An electronic poll book sometimes known as a “thin client” or “VR Computer.”
VVPAT	Voter-Verified Paper Audit Trail; Implemented in the Hart Voting System by the VBO (Verifiable Ballot Option) device.
WAV file	A file format (.wav) used for storing digital audio. TRANS audio is stored in .wav file format.
Write-in	A name of a candidate entered by the voter in order to vote for a candidate that is not listed on the ballot.
Write-in, certified	A candidate that has been certified by the election authority as being a valid write-in candidate for the election.
Write-in Voting	A means to cast a vote for an individual not listed on the ballot.
XLIFF	XML Localization Interchange File Format. A file type (.xlf) used by BOSS and TRANS for language text translation.
XML	eXtensible Markup Language. A structured, extensible, text-based data definition and data exchange format. TRANS uses an .xml file as a manifest, or index, to associated audio .wav files.
Zero Tape Report	A JBC or eScan report that prints out when polls are opened on the first day of Early Voting and on Election Day. This report lists the timestamp, the number of precincts at the polling place, the contests and candidates on the ballot, and verifies that the number of votes for each candidate or option is zero.

SERVO Procedures and Operations Manual



Hart Voting System
System Version 6.2

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Introduction

SERVO (System for Election Records and Verification of Operations) is an election records and recount management system for the Hart Voting System.

Following is a brief set of SERVO training procedures checklists and the *SERVO Operations Manual*.



Since the *Hart Voting System Support Procedures Training Manual* supports all Hart Voting System products, not all of the procedures in this document apply to all implementations. You must identify applicable procedures for the voting devices implemented.

Admin Reset permission should be given to a very limited number of users.

☞ Refer to page 291 for the *SERVO Operations Manual*.

SERVO Tasks Requiring the eSlate Cryptographic Module (eCM)



What is the eCM?

The eCM is a physical USB security device provided by Hart InterCivic. It is required for access to secure functions in the BOSS, Ballot Now, Tally, Rally, and SERVO applications. The eCM must be generated using the eCM Manager application.

When is the eSlate Cryptographic Module Used?

In a given election, the signing key on the eCM is used by the BOSS application to accept the ballot formats for the election, and a matching signing key must also be present in the eCM(s) used in the Ballot Now, Tally, Rally, and SERVO applications.

The simplest way to use an eCM is to keep the device handy (e.g., on a lanyard on your person) and to insert the eCM token into a USB port on an election PC each time that PC is being used, removing the eCM when finished.

When the eCM is accessed, Ballot Now requires the operator to enter the eCM PIN (a password selected by a jurisdiction administrator before any signing keys are generated).

In SERVO, the eCM is used to:

- Prepare each JBC to accept an MBB for the election (Program Key)
- Prepare each eScan to accept an MBB for the election (Program Key)
- Create an Event for storing an election's CVRs and audit logs
- Create Recovery MBB(s)
- Create Recount MBB(s)

eCM Management

The eCMs should be closely managed. The number of eCMs being used for an election and their PIN(s) should be logged in a secure location. eCMs should be labeled with the election name or similar information, but NOT with the eCM Key ID or PIN. eCMs should be stored in a secure location, separate from election MBBs.

SERVO Equipment Checklist

SERVO Equipment	
Equipment:	Explanation:
<input type="checkbox"/> One .xml import file with certified device firmware version data	For device firmware verification
<input type="checkbox"/> One eCM token with the election's signing key data	SERVO requires the eCM before: <ul style="list-style-type: none"> <input type="checkbox"/> Preparing each JBC and eScan to accept an MBB for the election <input type="checkbox"/> Creating an Event <input type="checkbox"/> Recovering MBBs <input type="checkbox"/> Creating recount MBBs
<input type="checkbox"/> One unvoted Election Mode MBB	SERVO requires an Election Mode MBB to add Absentee, Early Voting, and Election Day Events that will capture backup CVRs (if capturing CVRs for a test, you may use a Test Mode MBB). This MBB may be reused as a recount MBB.
<input type="checkbox"/> One unvoted 128 MB Election Mode MBB per 65,000 cast vote records (CVRs) for Early Voting in person.	For creating JBC-based Early Voting recount MBBs
<input type="checkbox"/> One unvoted 128 MB Election Mode MBB per 65,000 cast vote records (CVRs) for Election Day.	For creating JBC-based Election Day recount MBBs
<input type="checkbox"/> One unvoted 128 MB Election Mode MBB per 65,000 cast vote records (CVRs) for Early Voting in person.	For creating eSlate-based Early Voting recount MBBs
<input type="checkbox"/> One unvoted 128 MB Election Mode MBB per 65,000 cast vote records (CVRs) for Election Day.	For creating eSlate-based Election Day recount MBBs
<input type="checkbox"/> One unvoted 128 MB Election Mode MBB per 65,000 cast vote records (CVRs) for eScan Absentee voting.	For creating eScan-based Absentee recount MBBs
<input type="checkbox"/> One unvoted 128 MB Election Mode MBB per 65,000 cast vote records (CVRs) for Early Voting in person.	For creating eScan-based Early Voting recount MBBs
<input type="checkbox"/> One unvoted 128 MB Election Mode MBB per 65,000 cast vote records (CVRs) for Election Day.	For creating eScan-based Election Day recount MBBs
<input type="checkbox"/> One Non-Election MBB (minimum)	For each device that requires a Recovery MBB to be created, to replace a lost, stolen, or destroyed original Election MBB. A Non-Election Mode MBB is required. <i>This MBB is <u>NOT</u> written from the BOSS election database.</i>
<input type="checkbox"/> One Set of PC speakers	To increase the volume indicating that a SERVO function (add device, backup, reset, reset clock) has been completed on a unit.
<input type="checkbox"/> One parallel cable (male/female)	For connecting from the SERVO PC to a JBC
<input type="checkbox"/> One network crossover cable	For connecting from the SERVO PC to an eScan
<input type="checkbox"/> Standard and Recovery MBB labels	<p>MBBs should be labeled as they are created in BOSS. Mark labels with specific information in order to avoid confusion.</p> <p style="text-align: right;"> Refer to the Election Labels tab for label templates.</p>

SERVO Election Sequence Checklist

SERVO Election Sequence		
Timeframe:	SERVO Function:	Notes:
When Acceptance Testing new equipment and/or when Functionality Testing existing equipment	<ul style="list-style-type: none"> <input type="checkbox"/> Program signing key onto JBCs and/or eScans <input type="checkbox"/> Reset JBC and/or eScan clocks <input type="checkbox"/> Reset equipment and MBB CVRs and audit logs after testing <input type="checkbox"/> Verify device firmware 	<ul style="list-style-type: none"> <input type="checkbox"/> eCM required <input type="checkbox"/> Resetting via the Backup and Reset window resets clocks and clears CVRs and logs for equipment only (not MBBs), one device at a time. This also adds devices to the equipment list. <input type="checkbox"/> Resetting via the Admin Tools menu, Device Reset menu item resets clocks and clears CVRs and logs for the eScan, JBC, up to 12 daisy-chained eSlates, AND installed MBBs. This does NOT add devices to the equipment list.
During Training	<ul style="list-style-type: none"> <input type="checkbox"/> Reset equipment and MBB CVRs and audit logs between classes and/or between simulations within classes 	<ul style="list-style-type: none"> <input type="checkbox"/> Resetting via the Admin Tools menu, Device Reset menu item resets clocks and clears CVRs and logs for the eScan, JBC, up to 12 daisy-chained eSlates, AND installed MBBs. <input type="checkbox"/> Resetting via the Admin Tools menu, MBB Reset menu item clears CVRs and logs for the MBB installed in the PC card reader/writer. <p> DO NOT RESET LIVE ELECTION MBBs. Admin Reset permission should be given to a very limited number of users.</p>

SERVO Election Sequence Checklist

Timeframe:	SERVO Function:	Notes:
Before an Election	<ul style="list-style-type: none"> <input type="checkbox"/> Each time the signing key is changed, JBCs and/or eScans must be re-programmed with new signing key <input type="checkbox"/> Reset equipment <input type="checkbox"/> Verify device firmware (if not verified in recent functionality testing) 	<ul style="list-style-type: none"> <input type="checkbox"/> eCM required <input type="checkbox"/> Absentee, Early Voting and Election Day Events may be added before an Election, rather than after.
During an Election, if an MBB is lost, stolen or destroyed	<ul style="list-style-type: none"> <input type="checkbox"/> Recover lost, stolen, or destroyed MBB from a JBC or eScan <ul style="list-style-type: none">  Refer to the Election Labels tab for Recovery MBB Labels. 	<ul style="list-style-type: none"> <input type="checkbox"/> eCM required <input type="checkbox"/> For each device that requires a Recovery MBB to be created to replace a lost, stolen, or destroyed original Election MBB, a Non-Election Mode MBB is required. <i>This MBB is <u>NOT</u> written from the BOSS election database.</i>
After an Election	<ul style="list-style-type: none"> <input type="checkbox"/> Add Absentee-in-Person, Early Voting, and Election Day Events in SERVO, if not already accomplished <input type="checkbox"/> Verify device firmware <input type="checkbox"/> Back up equipment (Event is automatically forced when backing up equipment if the Event has not yet been added) <input type="checkbox"/> Reset equipment (optional, depending on local procedures for next election preparation) 	<ul style="list-style-type: none"> <input type="checkbox"/> eCM required <input type="checkbox"/> Unvoted Election MBB required. This MBB can be reused as a recount MBB.
After an election if an MBB is lost, stolen or destroyed	<ul style="list-style-type: none"> <input type="checkbox"/> Create Recovery MBB 	<ul style="list-style-type: none"> <input type="checkbox"/> eCM required <input type="checkbox"/> Unvoted Non-Election MBB required

SERVO Election Sequence Checklist

Timeframe:	SERVO Function:	Notes:
<p>After an Election, if a full recount is called</p>	<p><input type="checkbox"/> Build recount MBBs from all JBCs and/or eScans included in the election event and/or from all eSlates included in the election event.</p>	<p><input type="checkbox"/> eCM required <input type="checkbox"/> Use unvoted Election MBBs; one 128 MB, MBB per 65,000 CVRs</p> <ul style="list-style-type: none"> • 1 MBB for Early Voting JBC recount • 1 MBB for Election Day JBC recount • 1 MBB for eSlate Early Voting recount • 1 MBB for eSlate Election Day recount • 1 MBB for eScan Absentee Voting recount • 1 MBB for eScan Early Voting recount • 1 MBB for eScan Election Day recount
<p>After an Election, if a partial recount is called</p>	<p><input type="checkbox"/> Print Cast Vote Records by precinct (“Device Vote Records by Precinct” report) or by Polling Place (“Device Vote Records” report) <input type="checkbox"/> Reports can be exported for use in spreadsheets.</p>	<p>Election MBB required initially to create Event.</p>
<p>After all Election data has been backed up</p>	<p><input type="checkbox"/> Reset equipment</p>	
<p>After all election-related SERVO operations are completed</p>	<p><input type="checkbox"/> Import Device Data from other SERVO PCs to one “Master” SERVO database (designate one SERVO PC as the “Master”).</p>	
<p>After all Election devices have been reset</p>	<p><input type="checkbox"/> Print SERVO Audit Log to verify reset (device erase), etc.</p>	

SERVO Event Naming Conventions

SERVO Event Naming

- SERVO Events should be named with similar naming conventions used for BOSS and Tally databases.
- If Test equipment is being backed up, the Event should include the term “TEST” in the event name. This will help users to keep backup data organized. In general, there is no need to back up test data.
- Each Event should be named with the Election name, election date, and “Absentee”, “Election Day” or “Early Voting”. This will help users to keep backup data organized.



Absentee Voting, Early Voting or Election Day *MUST* be selected to match the Event type of the equipment to be backed up.

Add Event

This dialog allows you to create an event where information backed up from your devices may be stored.

Describe the Event - Enter a descriptive name for the event.

GENERAL 11.8.05 Election Day Voting

Select the mode

Election Mode

Test Mode

Select the Election Source

Election Day

Early Voting

Absentee Voting

Insert MBB

Once you have entered a description of the event, insert an MBB into your ATA flash device. The header and ballot data of the MBB will be read and stored for the event, and used as a basis for report generation.

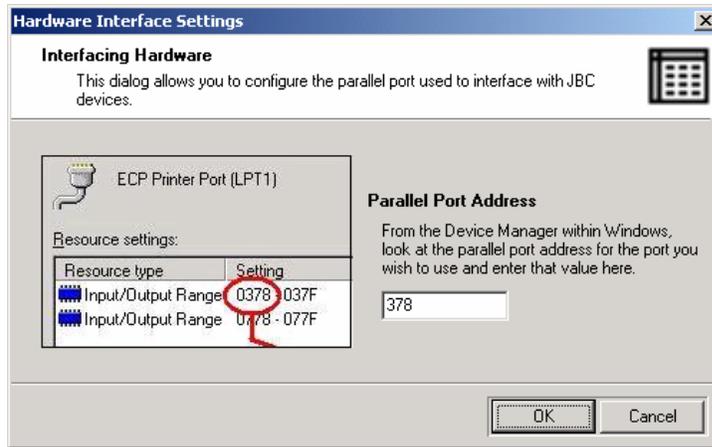
OK Cancel

SERVO Add Event Window with Example Event Naming Convention

SERVO Hardware Interface Settings and Troubleshooting

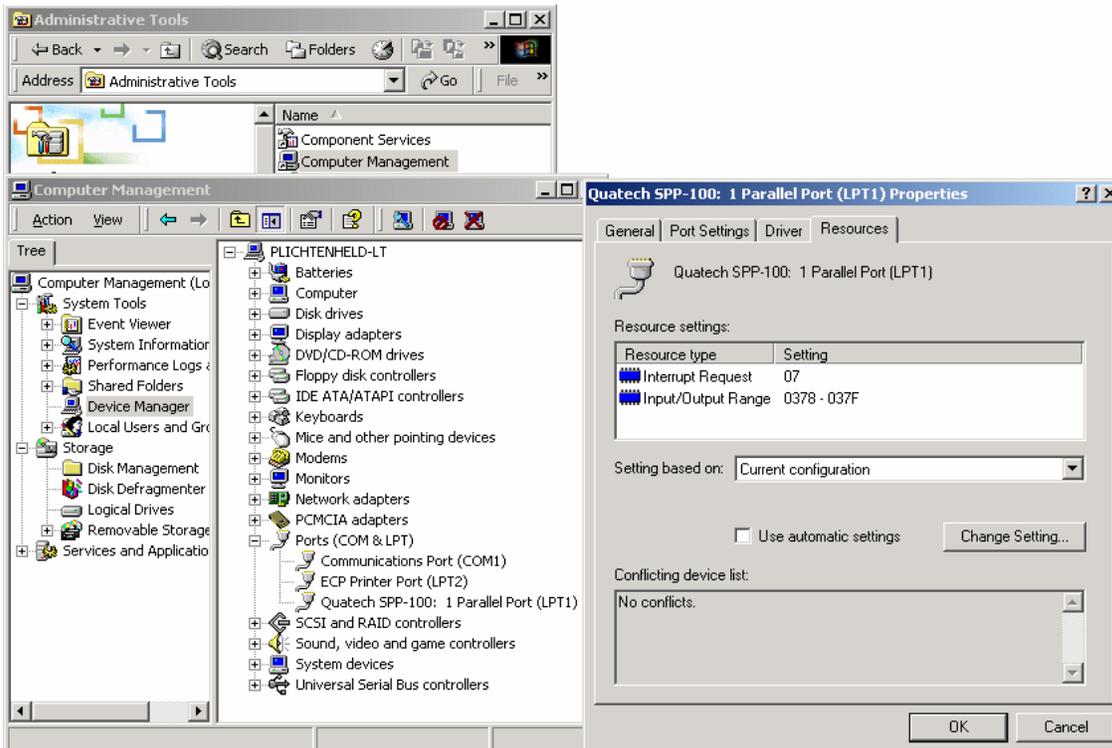
SERVO JBC Hardware Interface Settings

SERVO connects to a JBC via a PC extended capabilities port (ECP) or extended parallel port (EPP). To check port settings in SERVO, go to the **Settings** menu, **Hardware Interface** menu item. The “Hardware Interface Settings” window appears:



Verify the parallel port address in the Windows Device Manager. The path to the port settings in Windows is Start/Settings/Control Panel/Administrative Tools/Computer Management/Device Manager/Ports/<Port Name>/Resources. The following example shows the port setting for a laptop with a Quatech SPP-100 card installed to communicate as a parallel port between SERVO and a JBC. The parallel port address in SERVO’s “Hardware Interface Settings” window matches the Input/Output Range setting in the Device Manager. If these do not match, change the parallel port address in SERVO or call Hart Support.

☞ Refer to “Troubleshooting Parallel Port Setup for SERVO” on page 282 for more detailed information.



Troubleshooting Parallel Port Setup for SERVO

The following steps are fairly technical. Call Hart Support for assistance, if necessary.

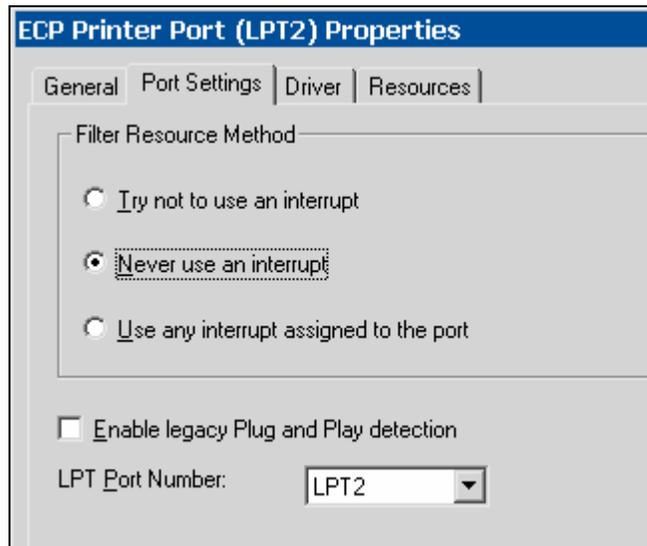
If SERVO is not working, disconnect the PC from the JBC, restart both the PC and the JBC, and attempt to connect to the device again. If this does not work, check the PC settings as follows:

Check PC BIOS

Check the PC BIOS to see if the onboard parallel port supports EPP or not. If EPP is not supported, then a Quatech card will be needed. In general, desktop PCs support EPP, most laptops (including all Dell Latitudes and late model Inspirons) do not. The following instructions assume EPP is not supported and therefore a Quatech card is being used.

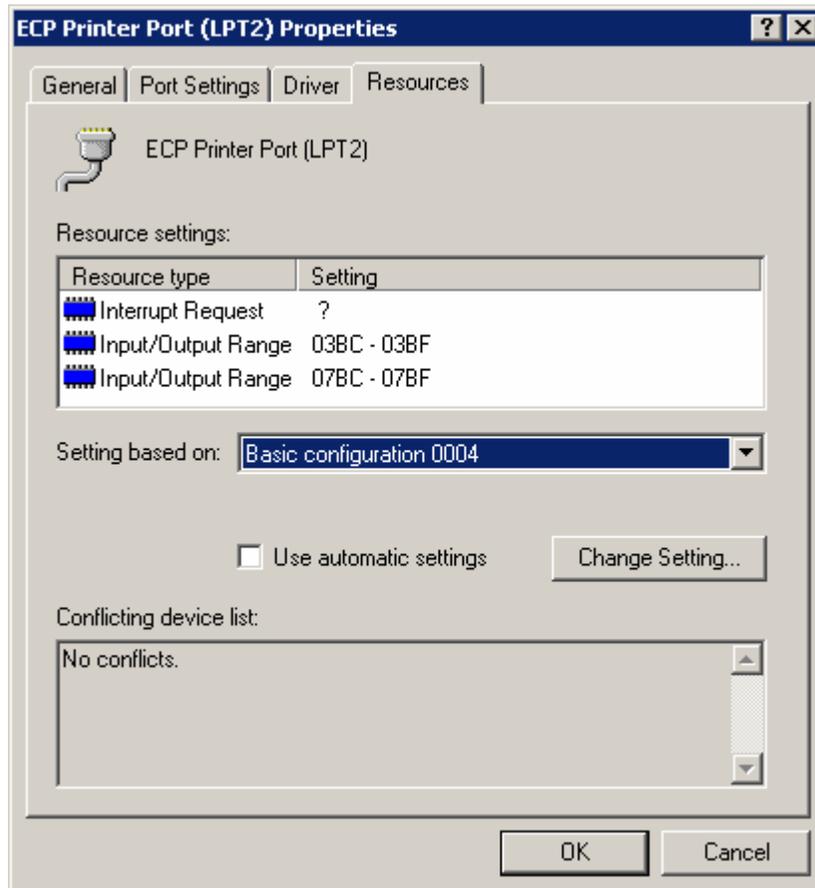
Set the onboard parallel port to LPT2

1. Right-click the My Computer icon and choose **Manage**.
2. In the left pane, select **Device Manager**.
3. In the right pane, expand **Ports**.
4. Right-click the ECP Printer Port and choose **Properties**.
5. Click the **Port Settings** tab.
 - 5.1. The “Filter Resource Method” should be “Never use an interrupt”.
 - 5.2. Uncheck “Enable legacy Plug and Play detection”.
 - 5.3. Change the LPT Port Number to LPT2.



Troubleshooting Parallel Port Setup for SERVO

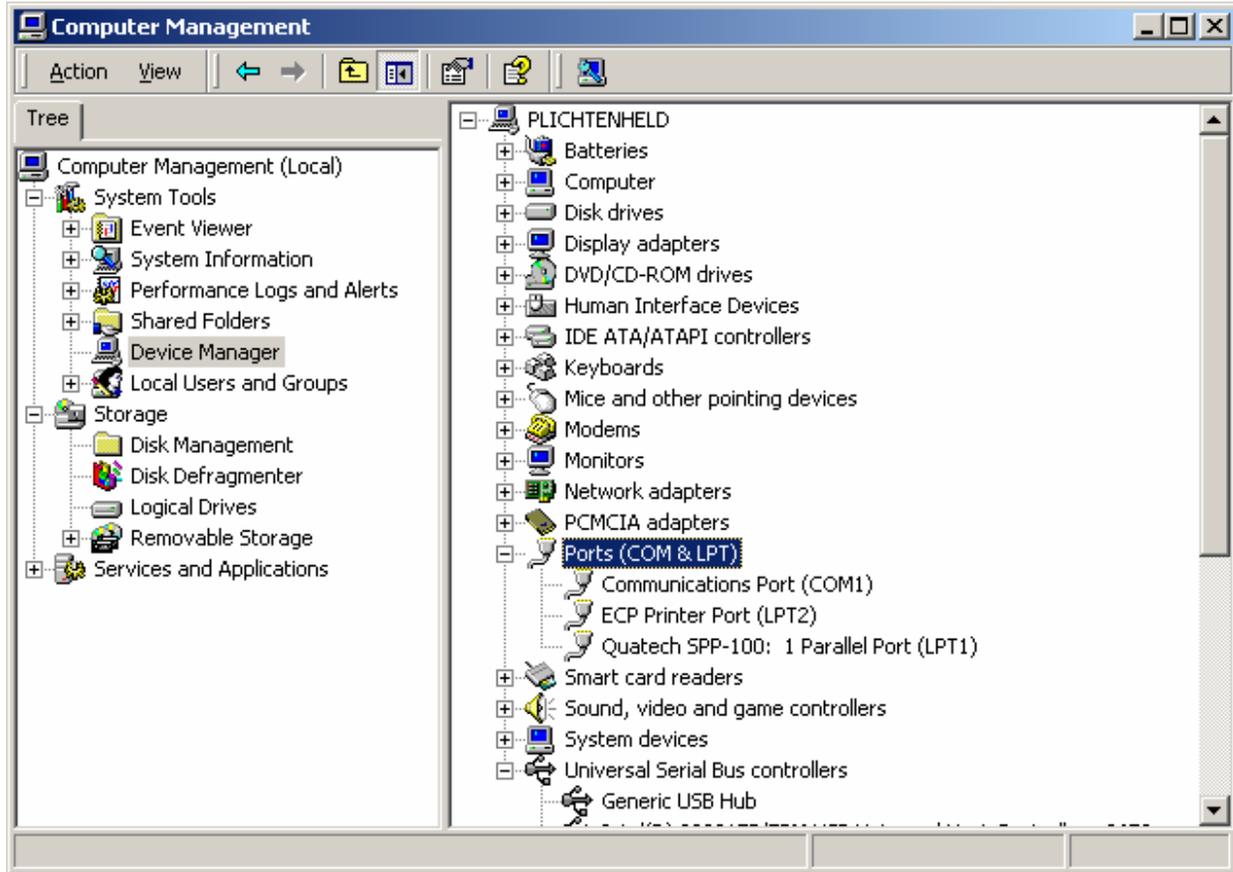
6. Click the Resources tab.
 - 6.1. Uncheck “Use automatic settings”.
 - 6.2. Click the “Setting based on” drop-down menu and choose one of the basic configurations. Find one that does not use Input/Output Range 0378 – 037F, and is not already in use. Try Basic configuration 0002 first, but if it is in use, try Basic configuration 0004.



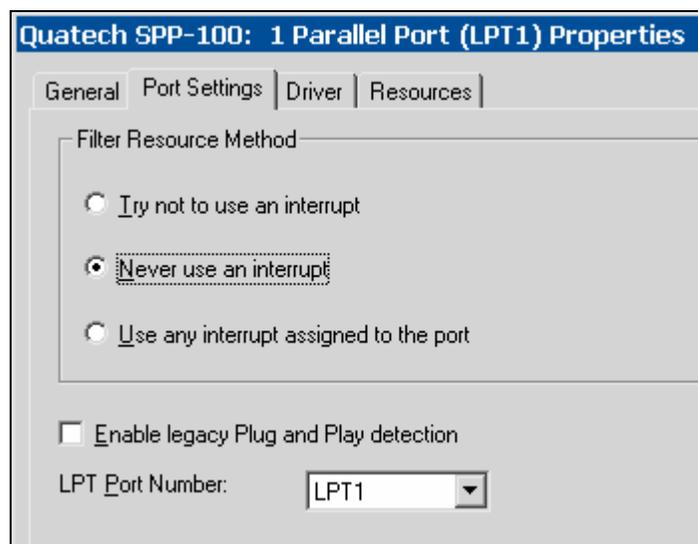
- 6.3. The Interrupt Request line will have a question mark in it. Double-click that line. Increase or Decrease the Value as needed until you find an interrupt with no devices conflicting.
- 6.4. Click **OK**.
- 6.5. Click **OK** again.
- 6.6. If a dialog box about creating a forced configuration appears, click **Yes** to continue.

Install the Quatech Card (laptop), if not already installed

1. Insert the Quatech card into the PCMCIA slot.
2. If the card has not previously been installed, the Found New Hardware Wizard appears.
3. Choose the option to “Search for a suitable driver for my device”.
4. Choose “Specify a location” for the option search location.
5. Browse to the location of the driver files. The default location Hart setup is C:\Drivers\Card Drivers\Quatech Drivers.
6. Click **OK** to start the install.
7. Click **Finish** when the wizard is completed.

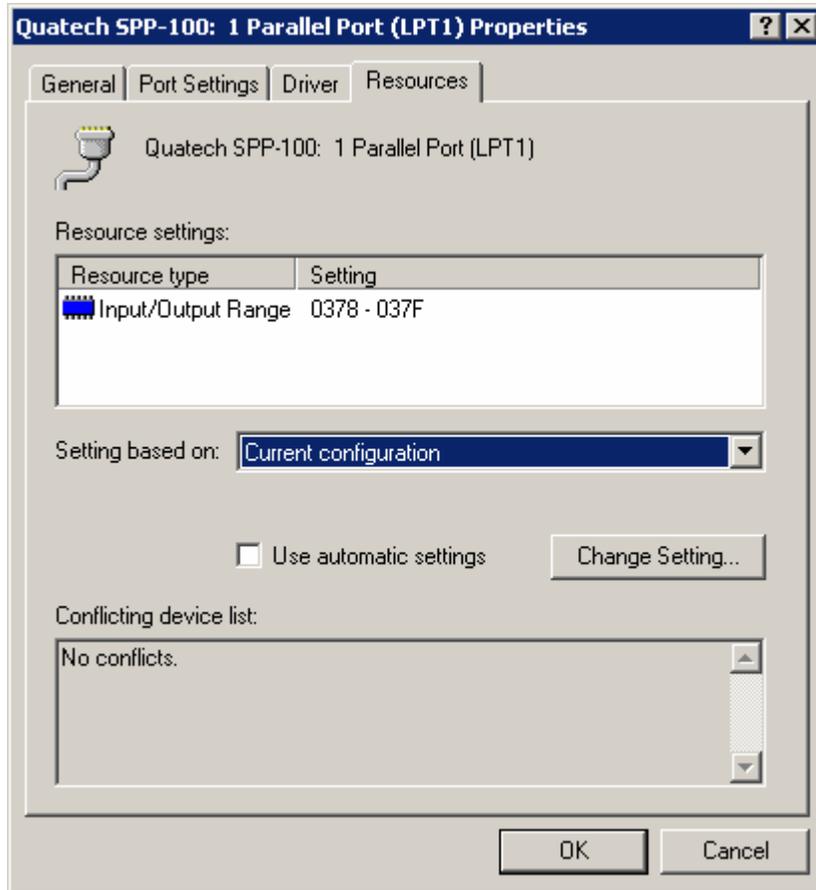
Check Quatech Port Settings (laptop)

1. Right-click the My Computer icon and choose **Manage**.
2. In the left pane, select **Device Manager**.
3. In the right pane, expand **Ports**.
4. Right-click the Quatech SPP-100 Parallel Port and choose **Properties**.
5. Click the **Port Settings** tab and set up as follows:

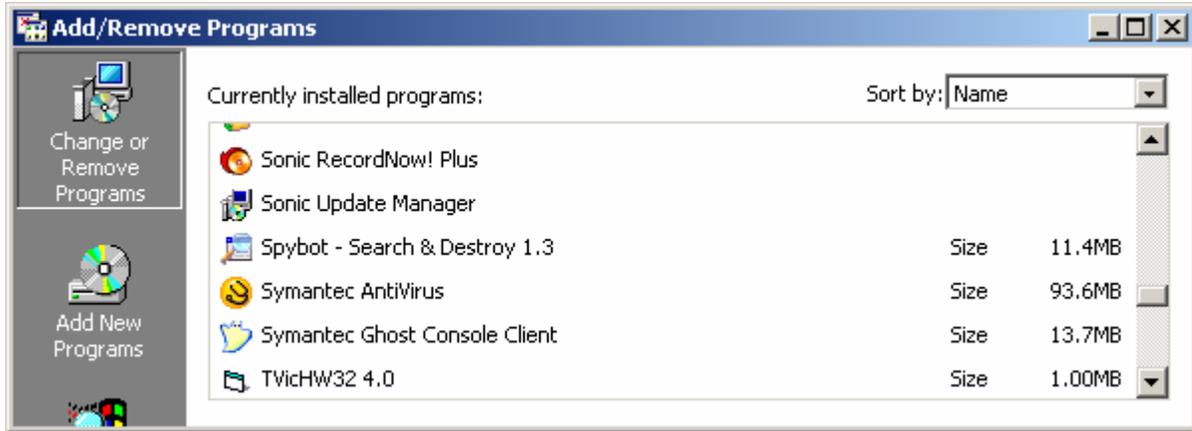


Troubleshooting Parallel Port Setup for SERVO

- 6. Click the **Resources** tab.
 - 6.1. Uncheck the “Use automatic settings” checkbox.
 - 6.2. Settings should be as follows:



- 6.3. Click **OK**.

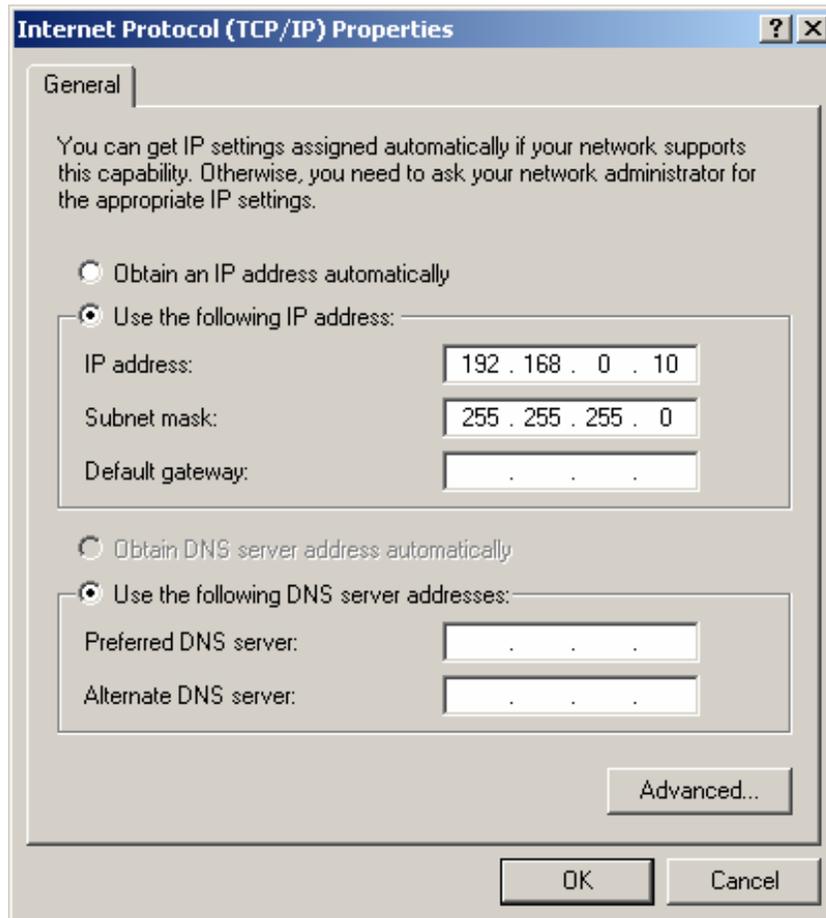
Check that TVicHW40 is installed

1. Go to the Control Panel/Add-Remove Programs and check to verify that TVchW32 is installed.
2. If not installed, the default location for the executable, on a PC Hart has set up, is C:\Drivers\Utilities\TVicHW32.
3. Double-click TVicHW40.exe to run the install, choosing all defaults during setup.
4. Attempt the SERVO connection again.

SERVO eScan Hardware Interface Settings

SERVO connects to an eScan via a PC network interface connection (NIC) port.

The Local Area Network (LAN) properties/TCP/IP Properties must be set up for compatibility with the eScan IP address. The following settings should be compatible:



☞ Refer to "Troubleshooting IP Address Settings for SERVO" on page 288, for more detailed information.

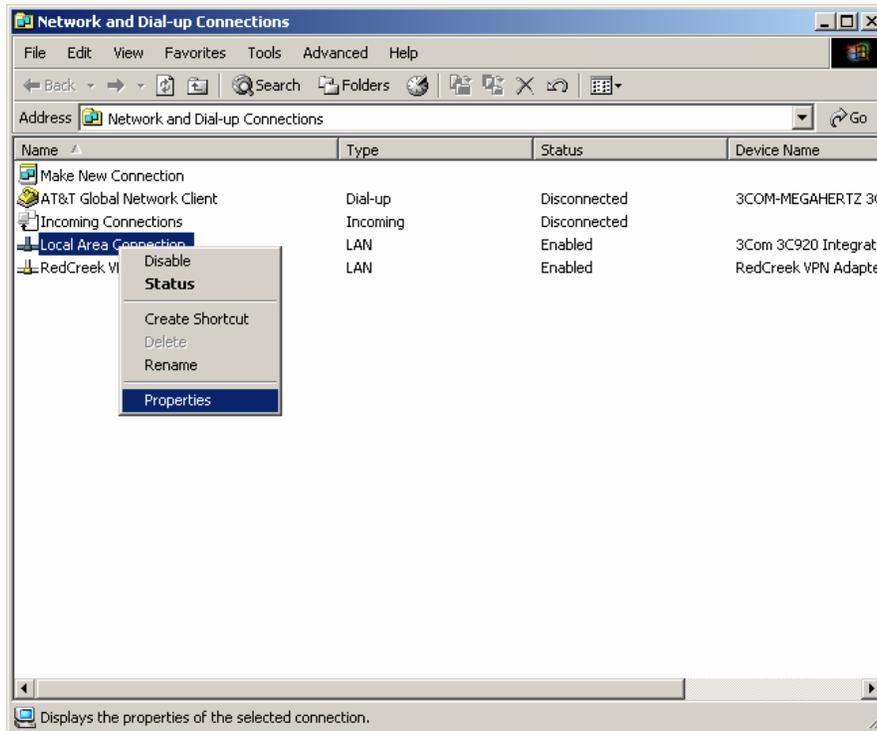
If connectivity with the eScan device remains problematic, call Hart Support in order to check the SERVO registry IP address settings.

Troubleshooting IP Address Settings for SERVO

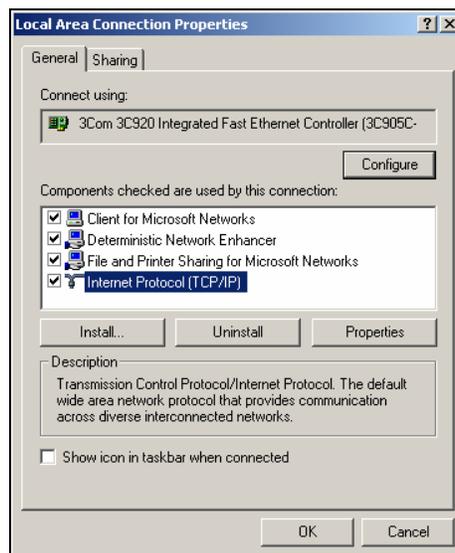
The following steps are fairly technical. Call Hart Support for assistance, if necessary.

If SERVO is not working, disconnect the PC from the eScan, restart both the PC and the eScan, and attempt to connect to the device again. If this does not work, check settings as follows:

1. Select the Local Area Connection (LAN) (Start/Settings/Control Panel/Network and Dial-up Connections) and right-click to select the Properties.

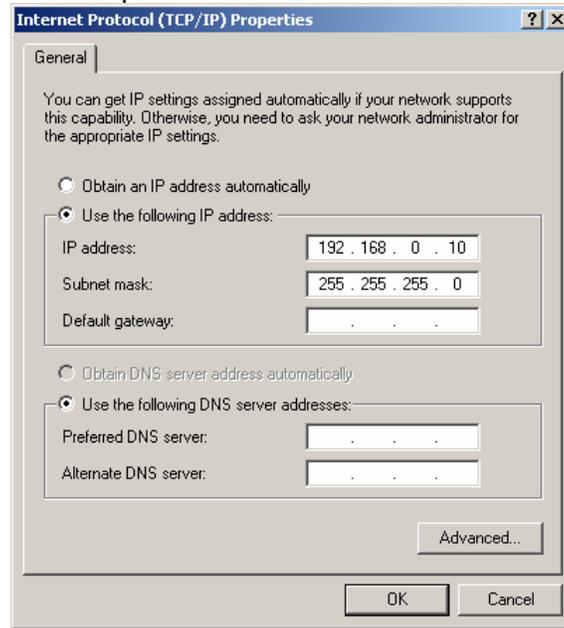


2. Select "Internet Protocol (TCP/IP)" and click **Properties**.



Troubleshooting IP Address Settings for SERVO

3. Select the “Use the following IP address:” option.
4. Enter the IP address of 192.168.0.10 (which is compatible with the eScan IP address, 192.168.0.1).
5. Click **OK** and exit LAN setup.



6. Attempt SERVO connection again. If necessary, contact Hart Support and verify that the SERVO IP address registry entry is set up correctly.

Notes

Notes:

Insert SERVO Manual Here

Battery Level:

Date Tested:

MBB Transfer Envelope
JBC eScan

Device Seal # : _____

Device Serial #: _____

Polling
Place: _____

Ballots/Access Codes Voted: _____

Comments:

Check here if MBB has been tallied.

MBB Transfer Envelope
JBC eScan

Device Seal # : _____

Device Serial #: _____

Polling
Place: _____

Ballots/Access Codes Voted: _____

Comments:

Check here if MBB has been tallied.

MBB Transfer Envelope
JBC eScan

Device Seal # : _____

Device Serial #: _____

Polling
Place: _____

Ballots/Access Codes Voted: _____

Comments:

Check here if MBB has been tallied.

MBB Transfer Envelope
JBC eScan

Device Seal # : _____

Device Serial #: _____

Polling
Place: _____

Ballots/Access Codes Voted: _____

Comments:

Check here if MBB has been tallied.

MBB Transfer Envelope
JBC eScan

Device Seal # : _____

Device Serial #: _____

Polling
Place: _____

Ballots/Access Codes Voted: _____

Comments:

Check here if MBB has been tallied.

MBB Transfer Envelope
JBC eScan

Device Seal # : _____

Device Serial #: _____

Polling
Place: _____

Ballots/Access Codes Voted: _____

Comments:

Check here if MBB has been tallied.

DAILY JBC REPORTS ENVELOPE

Includes:

- All JBC Reports
- Expired Access Codes

If an Access Code is printed but not used keep the Access Code slip, write a note on it explaining what happened, and file it in the Daily JBC Reports Envelope.

POLLING PLACE: _____

DATE: _____

JBC Serial Number: _____

SIGNED: _____

DAILY JBC REPORTS ENVELOPE

Includes:

- All JBC Reports
- Expired Access Codes

If an Access Code is printed but not used keep the Access Code slip, write a note on it explaining what happened, and file it in the Daily JBC Reports Envelope.

POLLING PLACE: _____

DATE: _____

JBC Serial Number: _____

SIGNED: _____

DAILY JBC REPORTS ENVELOPE

Includes:

- All JBC Reports
- Expired Access Codes

If an Access Code is printed but not used keep the Access Code slip, write a note on it explaining what happened, and file it in the Daily JBC Reports Envelope.

POLLING PLACE: _____

DATE: _____

JBC Serial Number: _____

SIGNED: _____

DAILY JBC REPORTS ENVELOPE

Includes:

- All JBC Reports
- Expired Access Codes

If an Access Code is printed but not used keep the Access Code slip, write a note on it explaining what happened, and file it in the Daily JBC Reports Envelope.

POLLING PLACE: _____

DATE: _____

JBC Serial Number: _____

SIGNED: _____

DAILY JBC REPORTS ENVELOPE

Includes:

- All JBC Reports
- Expired Access Codes

If an Access Code is printed but not used keep the Access Code slip, write a note on it explaining what happened, and file it in the Daily JBC Reports Envelope.

POLLING PLACE: _____

DATE: _____

JBC Serial Number: _____

SIGNED: _____

DAILY JBC REPORTS ENVELOPE

Includes:

- All JBC Reports
- Expired Access Codes

If an Access Code is printed but not used keep the Access Code slip, write a note on it explaining what happened, and file it in the Daily JBC Reports Envelope.

POLLING PLACE: _____

DATE: _____

JBC Serial Number: _____

SIGNED: _____

DAILY REPORTS ENVELOPE

Includes:

- All Device Reports
- Expired Access Codes

If an Access Code is printed but not used keep the Access Code slip, write a note on it explaining what happened, and file it in the Daily Reports Envelope.

POLLING PLACE: _____

DATE: _____

JBC Serial Number: _____

eScan Serial Number: _____

SIGNED: _____

DAILY REPORTS ENVELOPE

Includes:

- All Device Reports
- Expired Access Codes

If an Access Code is printed but not used keep the Access Code slip, write a note on it explaining what happened, and file it in the Daily Reports Envelope.

POLLING PLACE: _____

DATE: _____

JBC Serial Number: _____

eScan Serial Number: _____

SIGNED: _____

DAILY REPORTS ENVELOPE

Includes:

- All Device Reports
- Expired Access Codes

If an Access Code is printed but not used keep the Access Code slip, write a note on it explaining what happened, and file it in the Daily Reports Envelope.

POLLING PLACE: _____

DATE: _____

JBC Serial Number: _____

eScan Serial Number: _____

SIGNED: _____

DAILY REPORTS ENVELOPE

Includes:

- All Device Reports
- Expired Access Codes

If an Access Code is printed but not used keep the Access Code slip, write a note on it explaining what happened, and file it in the Daily Reports Envelope.

POLLING PLACE: _____

DATE: _____

JBC Serial Number: _____

eScan Serial Number: _____

SIGNED: _____

DAILY REPORTS ENVELOPE

Includes:

- All Device Reports
- Expired Access Codes

If an Access Code is printed but not used keep the Access Code slip, write a note on it explaining what happened, and file it in the Daily Reports Envelope.

POLLING PLACE: _____

DATE: _____

JBC Serial Number: _____

eScan Serial Number: _____

SIGNED: _____

DAILY REPORTS ENVELOPE

Includes:

- All Device Reports
- Expired Access Codes

If an Access Code is printed but not used keep the Access Code slip, write a note on it explaining what happened, and file it in the Daily Reports Envelope.

POLLING PLACE: _____

DATE: _____

JBC Serial Number: _____

eScan Serial Number: _____

SIGNED: _____

Voted Emergency Ballot Envelope

Date: _____

Polling Place: _____

No. of Ballots: _____

Voted Emergency Ballot Envelope

Date: _____

Polling Place: _____

No. of Ballots: _____

Voted Emergency Ballot Envelope

Date: _____

Polling Place: _____

No. of Ballots: _____

Voted Emergency Ballot Envelope

Date: _____

Polling Place: _____

No. of Ballots: _____

Voted Emergency Ballot Envelope

Date: _____

Polling Place: _____

No. of Ballots: _____

Voted Emergency Ballot Envelope

Date: _____

Polling Place: _____

No. of Ballots: _____

Spoiled Ballot Envelope

Date: _____

Polling Place: _____

No. of Ballots: _____

Spoiled Ballot Envelope

Date: _____

Polling Place: _____

No. of Ballots: _____

Spoiled Ballot Envelope

Date: _____

Polling Place: _____

No. of Ballots: _____

Spoiled Ballot Envelope

Date: _____

Polling Place: _____

No. of Ballots: _____

Spoiled Ballot Envelope

Date: _____

Polling Place: _____

No. of Ballots: _____

Spoiled Ballot Envelope

Date: _____

Polling Place: _____

No. of Ballots: _____

OUT OF SERVICE EQUIPMENT TAG

Polling Place:

Troubleshooting Log #: _____

Equipment S/N: _____

Technician: _____

Description of Problem:

OUT OF SERVICE EQUIPMENT TAG

Polling Place:

Troubleshooting Log #: _____

Equipment S/N: _____

Technician: _____

Description of Problem:

OUT OF SERVICE EQUIPMENT TAG

Polling Place:

Troubleshooting Log #: _____

Equipment S/N: _____

Technician: _____

Description of Problem:

OUT OF SERVICE EQUIPMENT TAG

Polling Place:

Troubleshooting Log #: _____

Equipment S/N: _____

Technician: _____

Description of Problem:

Logic and Accuracy Test Envelope

Election Title: _____

Election Date: _____

LAT Date: _____

Comments:

LAT Manager Signature:

Logic and Accuracy Test Envelope

Election Title: _____

Election Date: _____

LAT Date: _____

Comments:

LAT Manager Signature:

Logic and Accuracy Test Envelope

Election Title: _____

Election Date: _____

LAT Date: _____

Comments:

LAT Manager Signature:

Logic and Accuracy Test Envelope

Election Title: _____

Election Date: _____

LAT Date: _____

Comments:

LAT Manager Signature:

Logic and Accuracy Test Envelope

Election Title: _____

Election Date: _____

LAT Date: _____

Comments:

LAT Manager Signature:

Logic and Accuracy Test Envelope

Election Title: _____

Election Date: _____

LAT Date: _____

Comments:

LAT Manager Signature:

Logic and Accuracy Test Documentation

Follow Hart Voting System LAT procedures. Complete and sign the following form as documentation of the LAT.

<input type="checkbox"/> Tally Zero Report <input type="checkbox"/> JBC Open Polls diagnostic <input type="checkbox"/> JBC Zero Report <input type="checkbox"/> JBC Summary Report from suspending polls <input type="checkbox"/> Full Verifiable Ballot Option printout <input type="checkbox"/> eScan Open Polls diagnostic <input type="checkbox"/> eScan Zero Report	<input type="checkbox"/> eScan Summary Report from suspending polls <input type="checkbox"/> Ballot Now Printed Ballots, Scanned Ballots, Election and Audit Trail reports <input type="checkbox"/> Official reports from Tally <input type="checkbox"/> Test MBBs <input type="checkbox"/> Tally Audit Log printout
--	--

Election Title:		
BOSS folder (file path):	MBB ID Number:	LAT Date:

Testing group agrees: Logic and Accuracy Test is complete and accurate.

Title	Printed Name and Initials
LAT Manager	
Team 1 member	
Team 1 member	
Team 2 member	
Team 2 member	
Team 3 member	
Team 3 member	
Team 4 member	
Team 4 member	
Team 5 member	
Team 5 member	
Team 6 member	
Team 6 member	
Team 7 member	
Team 7 member	
Team 8 member	
Team 8 member	
Team 9 member	
Team 9 member	
Team 10 member	
Team 10 member	
Team 11 member	
Team 11 member	
Team 12 member	
Team 12 member	

Ballot & Seal Certificate – JBC Only

A copy of the Ballot & Seal Certificate accompanies the Mobile Ballot Box (MBB) and the JBC from the warehouse to the polling place and then to the Counting Station.

Polling Place I.D.:
Polling Place Name:
JBC Serial Number:

Seal Information

The MBB door of the Judge’s Booth Controller (JBC) was secured with a numbered seal. The door seal number, and initials of the technician who placed the seal on the door, are recorded on this form. A record of the seal numbers assigned to each location is kept by the Administrative Offices. The seal on the MBB door remains on the JBC until removed by the MBB processors.

The seal number placed on the JBC prior to the election to detect unauthorized opening of MBB slot was:

Seal Number:	Installer’s Initials:
---------------------	------------------------------

Ballot Information

We, the undersigned election officials, do hereby certify that the JBC was transferred to the counting station, or the MBB was placed in the transfer envelope to be transferred to the counting station, and the above is a true and correct list of the seals used. The number of Access Codes on the JBC, read from the tape still attached to the JBC, was as follows:

Issued:	Voted:
Canceled:	Expired:

On completing this certificate, the presiding official shall place the original in the envelope/container used to store the MBB(s). The presiding official shall retain a copy of the certificate and preserve it for the state-mandated period for preserving the precinct election records.

<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <i>Signature of Presiding Official</i>	<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <i>Signature of Poll Watcher (if present)</i>
<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <i>Signature of 2nd Official</i>	<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <i>Signature of Poll Watcher (if present)</i>

Ballot & Seal Certificate – eScan and JBC

A copy of the Ballot & Seal Certificate accompanies the Mobile Ballot Box (MBB) and the voting device from the warehouse to the polling place and then to the Counting Station.

Polling Place I.D.:
Polling Place Name:
eScan Serial Number:
JBC Serial Number:

Seal Information

The MBB door of the voting device was secured with a numbered seal. The door seal number, and initials of the technician who placed the seal on the door, are recorded on this form. A record of the seal numbers assigned to each location is kept by the Administrative Offices. The seal on the MBB door remains on the VOTING DEVICE until removed by the MBB processors.

The seal number placed on the eScan prior to the election to detect unauthorized opening of MBB slot was:

Seal Number:	Installer's Initials:
---------------------	------------------------------

The seal number placed on the JBC prior to the election to detect unauthorized opening of MBB slot was:

Seal Number:	Installer's Initials:
---------------------	------------------------------

Ballot Information

We, the undersigned election officials, do hereby certify that the voting device was transferred to the counting station, or the MBB was placed in the transfer envelope to be transferred to the counting station, and the above is a true and correct list of the seals used. The number of Ballots Voted on the eScan only, read from the eScan tape and/or public count, was as follows:

Number of Paper Ballots Voted:

The number of Access Codes on the JBC, read from the tape still attached to the JBC, was as follows:

Issued:	Voted:
Canceled:	Expired:

On completing this certificate, the presiding official shall place the original in the envelope/container used to store the MBB(s). The presiding official shall retain a copy of the certificate and preserve it for the state-mandated period for preserving the precinct election records.

<hr/> <i>Signature of Presiding Official</i>	<hr/> <i>Signature of Poll Watcher (if present)</i>
<hr/> <i>Signature of 2nd Official</i>	<hr/> <i>Signature of Poll Watcher (if present)</i>

JBC & eSlate Serial Numbers Log

Election:		Polling Place:	
Date/Time Out:		Date/Time In:	
Sign or Initial:		Sign or Initial:	

JBC Serial #	JBC Seal #	eSlate Serial #s	Backup Date & Time	Reset Date & Time
		1		
		2		
		3		
		4		
		5		
		6		
		7		
		8		
		9		
		10		
		11		
		12		
		1		
		2		
		3		
		4		
		5		
		6		
		7		
		8		
		9		
		10		
		11		
		12		

JBC, eSlate, and VBO Serial Numbers Log

Election:		Polling Place:	
Date/Time Out:		Date/Time In:	
Sign or Initial:		Sign or Initial:	

JBC Serial #	JBC Seal #	eSlate Serial #s	Reset Date & Time	Backup Date & Time	
		1			
VBO Serial #	VBO Seal #	2			
MBB ID #		3			
		4			

JBC Serial #	JBC Seal #	eSlate Serial #s	Reset Date & Time	Backup Date & Time	
		1			
VBO Serial #	VBO Seal #	2			
MBB ID #		3			
		4			

eSlate Early Voting Reconciliation Log Explanation

Time	Field	More Information
First Day of Early Voting	Election	Enter information regarding the Election (e.g., November General Election 2002).
	Polling Place	Enter the polling place name (e.g., Dulles High School).
Fields to fill out when opening and reopening polls.	Date	Current date
	Initials	Enter the Lead Poll Worker's initials for <u>each day</u> of Early Voting
	Start of Day Public Count	According to the JBC screen and JBC Network Configuration Report , record the Public Count (PUB COUNT) before adding any voters for the day. Complete this field <u>right after</u> printing the Network Configuration Report .
	End of Day Public Count	According to the JBC screen (PUB COUNT), how many voters voted? Complete this field after suspending the polls.
Fields to fill out when suspending polls.	Total # Voters Checked In	According to a combination of the poll book and provisional voter envelopes, the number of voters checked in for the day.
	# of Access Codes Issued, Voted, Expired, and Canceled	Copy these numbers from the Daily Summary Report . This explains any differences between the number of access codes issued and the number of voters checked in.
	Comments	The Total # Voters Checked In and the # of Access Codes Voted should match. If not, explain in the Comments section. Note: This reconciliation assumes that provisional ballots are cast on the eSlate system, and NOT on paper ballots.

eSlate Reconciliation Log – Election Day

Attach this log to the eSlate Main Envelope. Complete one form per JBC.

Election _____ Polling Place _____ Date _____

OPEN POLLS

Initial the form, and enter the **Start of Day Public Count** from the PUB COUNT on the JBC screen (bottom right hand corner, after PUB).

Lead Pollworker Initials	
Start of Day Public Count (from JBC) <small>(lower right corner of JBC screen)</small>	

CLOSE POLLS

Enter the **End of Day Public Count** from the PUB COUNT on the JBC screen (bottom right hand corner, after PUB). Using county records, enter the **Number of Voters Checked In**.

1. End of Day Public Count (from JBC) <small>(lower right corner of JBC screen)</small>	
2. Number of Voters Checked In <small>(including provisionals)</small>	

FROM ACCESS CODE REPORT/SUMMARY

Enter the **Number of Access Codes Issued, Voted, Expired, and Canceled** from the **Access Code (Summary) Report.**

3. Number of Access Codes Issued	
4. Number of Access Codes Voted <small>(same as line 1)</small>	
5. Number of Access Codes Expired	
6. Number of Access Codes Canceled	

The **Number of Voters Checked In** and the **Number of Access Codes Voted** should match (lines 2 and 4). If they do not, please explain below in **Comments**.

Comments:

Signature _____ Date _____

eSlate Reconciliation Log – Election Day

Attach this log to the eSlate Main Envelope. Complete one form per JBC.

Election _____ **Polling Place** _____ **Date** _____

OPEN POLLS

Initial the form, and enter the **Start of Day Public Count** from the PUB COUNT on the JBC screen (bottom right hand corner, after PUB).

Lead Pollworker Initials	
Start of Day Public Count (from JBC) <small>(lower right corner of JBC screen)</small>	

JBC #1	JBC #2	JBC #3	Total
<input style="width: 50px; height: 30px;" type="text"/>	+	<input style="width: 50px; height: 30px;" type="text"/>	+
<input style="width: 50px; height: 30px;" type="text"/>	+	<input style="width: 50px; height: 30px;" type="text"/>	=
<input style="width: 50px; height: 30px;" type="text"/>		<input style="width: 50px; height: 30px;" type="text"/>	<input style="width: 50px; height: 30px;" type="text"/>

CLOSE POLLS

Enter the **End of Day Public Count** from the PUB COUNT on the JBC screen (bottom right-hand corner, after PUB). Using county records, enter the **Number of Voters Checked In**.

1. End of Day Public Count (from JBC) <small>(lower right corner of JBC screen)</small>	
2. Number of Voters Checked In <small>(including provisionals)</small>	

JBC #1	JBC #2	JBC #3	Total
<input style="width: 50px; height: 30px;" type="text"/>	+	<input style="width: 50px; height: 30px;" type="text"/>	+
<input style="width: 50px; height: 30px;" type="text"/>	+	<input style="width: 50px; height: 30px;" type="text"/>	=
<input style="width: 50px; height: 30px;" type="text"/>		<input style="width: 50px; height: 30px;" type="text"/>	<input style="width: 50px; height: 30px;" type="text"/>

FROM ACCESS CODE REPORT/SUMMARY

Enter the **Number of Access Codes Issued, Voted, Expired, and Canceled** from the **Access Code (Summary) Report.**

3. Number of Access Codes Issued	
4. Number of Access Codes Voted <small>(same as line 1)</small>	
5. Number of Access Codes Expired	
6. Number of Access Codes Canceled	

JBC #1	JBC #2	JBC #3	Total
<input style="width: 50px; height: 30px;" type="text"/>	+	<input style="width: 50px; height: 30px;" type="text"/>	+
<input style="width: 50px; height: 30px;" type="text"/>	+	<input style="width: 50px; height: 30px;" type="text"/>	=
<input style="width: 50px; height: 30px;" type="text"/>		<input style="width: 50px; height: 30px;" type="text"/>	<input style="width: 50px; height: 30px;" type="text"/>

The **Number of Voters Checked In** and the **Number of Access Codes Voted** should match (lines 2 and 4). If they do not, please explain below in **Comments**.

Comments:

Signature _____

Date _____

eSlate Reconciliation Log – Election Day Explanation

<i>Field</i>	<i>More Information</i>
START OF DAY	
Election	Enter information regarding the Election (e.g., November General Election 2006).
Polling Place	What polling place does this log pertain to (e.g., Dulles High School).
Date	Enter the date.
Lead Poll Worker Initials	Initial here.
Start of Day Public Count	Enter the PUB COUNT before the first voter votes. The PUB COUNT can be found in the bottom right-hand corner of the JBC Polls Open Menu Screen.
END OF DAY	
1. End of Day Public Count	After closing the polls, what is the PUB COUNT? The PUB COUNT can be found at the bottom right-hand corner of the JBC screen.
2. Number of Voters Checked In	What is the number of registered voters who signed in? This includes provisional voters.
3. Number of Access Codes Issued	How many Access Codes were issued? You can find this information on the "Access Code (Summary) Report."
4. Number of Access Codes Voted	How many Access Codes were voted? This matches the JBC Public Count. You can find this information on the "Access Code (Summary) Report."
5. Number of Access Codes Expired	How many Access Codes expired? You can find this information on the "Access Code (Summary) Report."
6. Number of Access Codes Canceled	How many Access Codes were canceled? You can find this information on the "Access Code (Summary) Report."
Comments	The Number of Voters Checked In and the Number of Access Codes Voted should match (lines 2 and 4). If they do not, please explain. Note: This reconciliation assumes that provisional ballots are cast on the eSlate system, and NOT on paper ballots.
Signature	Sign and date the document at the end of the day.

Hart Voting System Reconciliation Log – Early Voting

Attach this log to the Main Envelope. Complete one form per polling place.

Election _____ **Polling Place** _____ **Date** _____

OPEN POLLS

Initial the form, and enter the device **Start of Day Public Count**.

Lead Pollworker Initials	
eScan Start of Day Public Count <small>(from the eScan "Election Identification Report")</small>	
JBC Start of Day Public Count <small>(lower right corner of JBC screen)</small>	

SUSPEND POLLS

Enter the **End of Day Public Count**. Using polling place records, enter the **Number of Voters Checked In**.

1. eScan End of Day Public Count <small>(from the eScan "Polls Suspended Report")</small>	
2. JBC End of Day Public Count <small>(lower right corner of JBC screen)</small>	
3. Number of Voters Checked In <small>(includes provisionals)</small>	

FROM DEVICE REPORTS

Enter the **Number of Ballots Voted** from the eScan **Detail Report** and the **Number of Access Codes Voted** from the **JBC Daily Summary Report**.

4. Number of <u>Ballots Voted</u> (eScan) <small>(from eScan "Detail Report" Daily Total)</small>	
5. Number of <u>Access Codes Voted</u> (JBC) <small>(from JBC "Daily Summary Report")</small>	
6. Number of <u>Paper Provisional Ballots</u> <small>(count paper provisional ballots or envelopes, if applicable)</small>	
7. Total Number of Ballots Voted <small>(add lines 4, 5, and 6)</small>	

Lines 3 and 7 (shaded Boxes) should match each other. If they do not, please explain below in **Comments**.

Number of Unscanned Voted Ballots in the Emergency Ballot Box <small>(If applicable, explain in "Comments")</small>	
Comments: 	

Signature _____ **Date** _____

Hart Voting System Reconciliation Log – Early Voting Explanation

Field	More Information
START OF DAY	
Election	Enter information regarding the Election (e.g., November General Election 2002).
Polling Place	What polling place does this log pertain to (e.g., Dulles High School).
Date	Enter the date.
Lead Poll Worker Initials	Initial here.
Start of Day Public Count	Enter the PUB COUNT before the first voter votes. The PUB COUNT can be found on printed device reports.
END OF DAY	
1. End of Day Public Count - eScan	After closing the polls, what is the PUB COUNT? The PUB COUNT can be found on printed device reports.
2. End of Day Public Count - JBC	After closing the polls, what is the PUB COUNT? The PUB COUNT can be found on printed device reports.
3. Number of Voters Checked In	What is the number of voters who signed in? This includes provisionals.
4. Number of Ballots Voted - eScan	How many eScan Ballots were voted? You can find this information on the eScan "Detail Report" in the "Daily Total" field.
5. Number of Ballots Voted - JBC	How many JBC Ballots were voted? You can find this information on the JBC "Daily Summary Report" in the "Access Codes Voted" field.
6. Number of Paper Provisional Ballots	Count paper provisional ballots or provisional ballot envelopes for paper ballots only, if applicable. Do not include provisional ballots voted on the eSlate Voting System. eSlate provisional ballots are part of the Access Codes Voted number.
7. Total Number of Ballots Voted	How many Ballots were voted, in all? Add lines 4, 5, and 6. Line 7 should match line 3.
Number of Unscanned Voted Ballots in Emergency Ballot Box	If the Emergency Ballot Box was used, and those ballots were not later scanned into the system, log the number of voted ballots in the box, and file those in the Voted Emergency Ballots envelope.
Comments	The Total number of Voters and the Total Number of Ballots Voted should match (lines 3 and 6). If they do not, please explain. Refer to the JBC reports and the number of Access Codes Issued, Voted, Expired, and Canceled. If the Emergency Ballot Slot was used to place ballots in the Emergency Ballot Box, please explain.
Signature	Sign and date the document at the end of the day.

Hart Voting System Reconciliation Log – Early Voting (Main Office) Explanation

Field	More Information
Location	Write in the polling place name (this may have been done for you).
Total Ballots Voted	Write the number of ballots voted.
Total Voters Today	Write the total number of checked-in and provisional voters, combined. Note: This assumes that provisional voters are voting on the eSlate system.
Difference	Find the difference between the number of Ballots Voted and the number of Voters Checked In. This should be “zero”. If not, refer to the comments in the polling place Reconciliation Log.
Cumulative Ballots Voted	Add the number of Ballots Voted today to the number of Cumulative Ballots Voted from the previous day.
Cumulative Voters Checked In	Add the number of Voters Checked In today to the number of Cumulative Voters Checked In from the previous day.
Total Votes Today	Add the number of Ballots Voted from all polling places.
Total Votes Cumulative	Add the Total Votes Today to the previous day’s Total Votes Cumulative.
Total Voters Today	Add the number of Voters Checked In from all polling places.
Total Voters Cumulative	Add the Total Voters Today to the previous day’s Total Voters Cumulative.

Hart Voting System Reconciliation Log – Election Day Unconsolidated

Attach this log to the Main Envelope. Complete one form per polling place.

Election _____ **Polling Place** _____ **Date** _____

OPEN POLLS

Initial the form, and enter the **Start of Day Public Count**.

Lead Pollworker Initials	
eScan Start of Day Public Count (from eScan) <small>(from the eScan "Polls Open Report")</small>	
JBC Start of Day Public Count (from JBC) <small>(lower right corner of JBC screen)</small>	

CLOSE POLLS

Enter the **End of Day Public Count**. Using polling place records, enter the **Number of Voters Checked In**.

1. eScan End of Day Public Count (from eScan) <small>(from the eScan "Polls Closed Report")</small>	
2. JBC End of Day Public Count (from JBC) <small>(lower right corner of JBC screen)</small>	
3. Number of Voters Checked In <small>(including provisionals)</small>	

FROM VOTING DEVICE END-OF-DAY REPORTS

4. Number of Ballots Voted eScan <small>(from eScan Daily Detail Report or Tally Report)</small>	
5. Number of Access Codes Voted JBC <small>(from JBC Access Code Report or Tally Report)</small>	
6. Number of Paper Provisional Ballots <small>(count paper provisional ballots or envelopes, if applicable)</small>	
7. Total Ballots Voted <small>(add lines 4, 5, and 6)</small>	

Lines 3 and 7 (shaded boxes) should match each other. If they do not, please explain below in **Comments**.

Number of Unscanned Voted Ballots in the Emergency Ballot Box <small>(If applicable, explain in "Comments")</small>	
Comments: 	

Signature _____ **Date** _____

Hart Voting System Reconciliation Log – Election Day Explanation Unconsolidated

Field	More Information
START OF DAY	
Election	Enter information regarding the Election (e.g., November General Election 2002).
Polling Place	What polling place does this log pertain to (e.g., Dulles High School).
Date	Enter the date.
Lead Poll Worker Initials	Initial here.
Start of Day Public Count	Enter the PUB COUNT before the first voter votes. The PUB COUNT can be found in printed device reports.
END OF DAY	
1. End of Day Public Count - eScan	After closing the polls, what is the eScan PUB COUNT? Read the eScan "Polls Closed" report.
2. End of Day Public Count - JBC	After closing the polls, what is the JBC PUB COUNT? Read from the JBC "Polls Closed" report, or read in the lower-right-hand corner of the JBC screen.
3. Number of Voters Checked In	What is the number of registered voters who signed in? This includes provisional voters.
4. Number of Ballots Voted eScan	Read eScan Daily Detail or Tally Report.
5. Number of Access Codes Voted JBC	Read JBC Access Code or Tally Report.
6. Number of Paper Provisional Ballots	Count paper provisional ballots or provisional ballot envelopes for paper ballots only, if applicable. Do not include provisional ballots voted on the eSlate Voting System. eSlate provisional ballots are part of the Access Codes Voted number.
7. Total Ballots Voted	Add lines 4, 5, and 6. Line 7 should match line 3.
Number of Unscanned Voted Ballots in Emergency Ballot Box	If the Emergency Ballot Box was used, and those ballots were not later scanned into the system, log the number of voted ballots in the box, and file those in the Voted Emergency Ballots envelope.
Comments	The Number of Voters Checked In and the Total Number of Ballots Voted should match (lines 3 and 7). If they do not, please explain. Refer to the JBC reports and the number of Access Codes Issued, Voted, Expired, and Canceled. If the Emergency Ballot Slot was used to place ballots in the Emergency Ballot Box, please explain.
Signature	Sign and date the document at the end of the day.

Hart Voting System Reconciliation Log - Election Day Consolidated

Attach this log to the Main Envelope. Complete one form per polling place.

Election _____ **Polling Place** _____ **Date** _____

OPEN POLLS

Initial the form, and enter the **Start of Day Public Count**.

Lead Pollworker Initials	
eScan Start of Day Public Count (from eScan) <small>(from the eScan "Polls Open Report")</small>	
JBC Start of Day Public Count (from JBC) <small>(lower right corner of JBC screen)</small>	

CLOSE POLLS

Enter the **End of Day Public Count**. Using polling place records, enter the **Number of Registered Voters Checked In**.

1. eScan End of Day Public Count (from eScan) <small>(from the eScan "Polls Closed Report")</small>	
2. JBC End of Day Public Count (from JBC) <small>(lower right corner of JBC screen)</small>	
3. Number of Voters Checked In <small>(including provisionals)</small>	

FROM eScan CONSOLIDATED TALLY REPORT

Consolidate MBBs from all voting devices in the polling place and print a Tally Report from the eScan.

4. Number of Ballots Voted <small>("Total Ballots" number from consolidated device Tally Report)</small>	
5. Number of Provisional Ballot Envelopes <small>(count all provisional ballot envelopes)</small>	
6. Total Ballots Voted <small>(add lines 4 and 5.)</small>	

Lines 3 and 6 (shaded boxes) should match each other. If they do not, please explain below in **Comments**.

Number of Unscanned Voted Ballots in the Emergency Ballot Box <small>(If applicable, explain in "Comments")</small>	
Comments: 	

Signature _____ **Date** _____

Hart Voting System Reconciliation Log – Election Day Explanation Consolidated

Field	More Information
START OF DAY	
Election	Enter information regarding the Election (e.g., November General Election 2002).
Polling Place	What polling place does this log pertain to (e.g., Dulles High School).
Date	Enter the date.
Lead Poll Worker Initials	Initial here.
Start of Day Public Count	Enter the PUB COUNT before the first voter votes. The PUB COUNT can be found in printed device reports.
END OF DAY	
1. End of Day Public Count - eScan	After closing the polls, what is the eScan PUB COUNT? Read the eScan "Polls Closed" report.
2. End of Day Public Count - JBC	After closing the polls, what is the JBC PUB COUNT? Read from the JBC "Polls Closed" report, or read in the lower-right-hand corner of the JBC screen.
3. Number of Voters Checked In	What is the number of registered voters who signed in? This includes provisional voters.
4. Number of Ballots Voted	Read Consolidated Tally Report printed from the eScan after reading other polling place device MBBs. This number DOES NOT include provisional ballots.
5. Number of Provisional Ballot Envelopes	Count all provisional ballot envelopes.
6. Total Ballots Voted	Add lines 4 and 5. Line 6 should match line 3.
Number of Unscanned Voted Ballots in Emergency Ballot Box	If the Emergency Ballot Box was used, and those ballots were not later scanned into the system, log the number of voted ballots in the box, and file those in the Voted Emergency Ballots envelope.
Comments	The Number of Voters Checked In and the Total Number of Ballots Voted should match (lines 3 and 7). If they do not, please explain. Refer to the JBC reports and number of Access Codes Issued, Voted, Expired, and Canceled. If the Emergency Ballot Slot was used to place ballots in the Emergency Ballot Box, please explain.
Signature	Sign and date the document at the end of the day.

Reconciliation Log – Early Voting with Hand Count Paper Ballots

Attach this log to the Main Envelope. Complete one form per polling place.

Election				Polling Place				
Date	Open Polls		Close Polls	Daily Summary Report				
	Lead Poll Worker Initials	Start of Day Public Count	End of Day Public Count	Total # Voters Checked In	# of Access Codes Issued	# of Access Codes Canceled	# of Access Codes Expired	# of Access Codes Voted
Cumulative Total Number of Voters From Combination Forms:					Total Number of Access Codes Voted:			

To Be Completed by Early Voting Ballot Board:

A	Total Number of Paper Ballots Voted:	
B	Total Number of Paper Provisional Ballots:	
C	Total Number of Access Codes Voted (from above):	
D	Sum of A + B + C:	
E	Cumulative Total Number of Voters From Combination Forms:	
F	Subtract E from D: (total should be zero)	
Please attach affidavit to explain variance between voter totals and ballot/access code counts.		

Reconciliation Log – Early Voting with Hand Count Paper Ballots Explanation

<i>Time</i>	<i>Field</i>	<i>More Information</i>
First Day of Early Voting	Election	Enter information regarding the Election (e.g., November General Election 2002).
	Polling Place	Enter the polling place name (e.g., Dulles High School).
Fields to fill out when opening and reopening polls.	Date	Current date
	Initials	Enter the Lead Poll Worker's initials for <u>each day</u> of Early Voting
	Start of Day Public Count	According to the JBC screen and JBC Network Configuration Report , record the Public Count (PUB COUNT) before adding any voters for the day. Complete this field <u>right after</u> printing the Network Configuration Report .
	End of Day Public Count	According to the JBC screen (PUB COUNT), how many voters voted <u>this day</u> . Complete this field after suspending the polls.
Fields to fill out when suspending polls.	Total # Voters Checked In	What is the number of voters that signed in? This number includes provisionals.
	# of Access Codes Issued, Voted, Expired, and Canceled	Copy these numbers from the Daily Summary Report . This explains any differences between the number of access codes issued and the number of voters checked in.
Early Voting Ballot Board	A. Total Number of Ballots Voted	Number of ballots included in the Early Voting Paper Ballot Box.
	B. Total Number of Paper Provisional Ballots	Count the number of paper provisional ballots. Do not include provisional ballots voted on the eSlate Voting System.
	C. Total Number of Access Codes Voted	This is the total number of Access Codes voted during the entire Early Voting period. Add the Access Codes voted each day to get the Total Number of Access Codes Voted.
	D. Sum of A+B+C	Add lines A, B and C
	E. Cumulative Total Number of Voters From Combination Forms	Total number of Voters signed in during the entire Early Voting period. Add the number of voters signed in each day to get the Cumulative Total Number of Voters.
	F. Subtract E from D	Subtract E from D – Total should be Zero

Reconciliation Log – Election Day (One JBC) with Hand Count Paper Ballots

Attach this log to the eSlate Main Envelope. Complete one form per polling place.

Election _____ Polling Place _____ Date _____

OPEN POLLS

Initial the form, and enter the **Start of Day Public Count** from the PUB COUNT on the JBC screen (bottom right hand corner, after PUB).

Lead Pollworker Initials	
Start of Day Public Count (from JBC) <small>(lower right corner of JBC screen)</small>	

CLOSE POLLS

Enter the **End of Day Public Count** from the PUB COUNT on the JBC screen (bottom right hand corner, after PUB). Using county records, enter the **Number of Voters Checked In**.

1. End of Day Public Count (from JBC) <small>(lower right corner of JBC screen)</small>	
2. Number of Voters Checked In <small>(including provisionals)</small>	

FROM ACCESS CODE REPORT/SUMMARY

Enter the **Number of Access Codes Issued, Voted, Expired, and Canceled** from the **Access Code (Summary) Report**.

3. Number of Access Codes Issued	
4. Number of <u>Access Codes Voted</u> <small>(same as line 1)</small>	
5. Number of Access Codes Expired	
6. Number of Access Codes Canceled	
7. Number of <u>Paper Ballots Voted</u> <small>(including any paper provisional ballots)</small>	
8. Total Number of Ballots Voted <small>(add lines 4 and 7)</small>	

The **Total number of Voters Checked In** and the **Total Number of Ballots Voted** should match (lines 2 and 8). If they do not, please explain below in **Comments**.

Comments:

Signature _____ Date _____

Reconciliation Log – Election Day (One JBC) with Hand Count Paper Ballots Explanation

Field	More Information
START OF DAY	
Election	Enter information regarding the Election (e.g., November General Election 2002).
Polling Place	What polling place does this log pertain to (e.g., Dulles High School).
Date	Enter the date.
Lead Poll Worker Initials	Initial here
Start of Day Public Count	Enter the PUB COUNT before the first voter votes. The PUB COUNT can be found in the bottom right-hand corner of the JBC Polls Open Menu Screen.
END OF DAY	
1. End of Day Public Count	After closing the polls, what is the PUB COUNT? The PUB COUNT can be found at the bottom right-hand corner of the JBC screen.
2. Number of Voters Checked In	What is the number of registered voters who signed in? This number includes provisional voters.
3. Number of Access Codes Issued	How many Access Codes were issued? You can find this information on the "Access Code (Summary) Report."
4. Number of Access Codes Voted	How many Access Codes were voted? This matches the JBC Public Count. You can find this information on the "Access Code (Summary) Report."
5. Number of Access Codes Expired	How many Access Codes expired? You can find this information on the "Access Code (Summary) Report."
6. Number of Access Codes Canceled	How many Access Codes were canceled? You can find this information on the "Access Code (Summary) Report."
7. Number of Paper Ballots Voted	This number should include any paper provisional ballots voted. You can find this information by counting the number of paper ballots in the paper ballot box and adding the number of paper provisional ballots voted.
8. Total Number of Ballots Voted	Add lines 4 and 7
Comments	The Number of Voters Checked In and the Total Number of Ballots Voted should match (lines 2 and 8). If they do not, please explain.
Signature	Sign and date the document at the end of the day.

eScan Reconciliation Log – Absentee Voting Explanation

Field	More Information
START OF DAY	
Election	Enter information regarding the Election (e.g., November General Election 2002).
eScan Serial Number	Enter the eScan serial number (on back panel of device).
Date	Enter the date.
Operator Initials	Initial here
Start of Day Public Count	Enter the PUB COUNT before the first voter votes. The PUB COUNT can be found in the "Election Identification Report" report that prints after starting up.
END OF DAY	
1. End of Day Public Count	After closing the polls, what is the PUB COUNT? The PUB COUNT can be found in the "Polls Suspended Report".
2. Number of Qualified Envelopes Processed	What is the number of ballot envelopes processed?
3. Daily Total Ballots Voted	How many Ballots were voted today? You can find this information on the "Daily Report", Daily Total, line. This number should match line 2.
Comments	Lines 2 and 3 should match. If they do not, please explain.
Signature	Sign and date the document at the end of the day.

Help Desk Call Log

Date:		Jurisdiction:		Help Desk Operator:	
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Time of Call: A.M. or P.M.		Polling Place Name:		Caller:	
		Precinct No.:		Phone:	

Description of Problem Reported:	Description of Support Steps and Problem Resolution:
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Technician Dispatched?	YES / NO
Technician Name:	
Technician Phone:	

Follow-up

Time of Call: A.M. or P.M.		Poll Worker Contacted:	
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Follow-up Feedback Received: (Recurrence of problem? Satisfaction with response to problem? Other observations/suggestions?)
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Log # _____
 (Log # comes from Help Desk)

Polling Place Troubleshooting & Observation Log

Date:		Jurisdiction:		Troubleshooting Tech:	
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Purpose of Call (circle one):	TROUBLESHOOTING	OR	OBSERVATION
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Time: a.m/p.m.	ARRIVAL:		Polling Place:		Poll Worker Contacted:	
	DEPARTURE:					

Documentation of Problem Reported/Observations:	Documentation of Support Steps & Problem Resolution: Not necessary for observations
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Original Equipment S/N:	Replacement Equipment S/N: Call Help Desk if replacing equipment
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Follow-up

Time: a.m/p.m.		Poll Worker Contacted:	
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Follow-up Feedback Received: (Recurrence of problem? Satisfaction with response to problem? Other observations/suggestions?)
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Procedure for Duplicating an Invalid Paper Ballot onto a Valid Paper Ballot

There should be teams of at least two people involved in the duplication process.

1. Ballots to be duplicated should be organized in precinct-number order.
2. Starting with the first ballot to be duplicated, select a blank ballot from the same election to match the precinct of the invalid ballot.
3. Place the two ballots side-by-side.
4. On the blank, valid ballot, record the serial number of the invalid ballot in any available whitespace.
Example: "Replacement of invalid ballot S/N_____."
5. On the original, invalid ballot, record the serial number of the blank, valid ballot.
Example: "Duplicated onto ballot S/N_____." Also record "Original" on this ballot.
6. Duplicate, by hand, the voter's choices from the original, invalid ballot onto the replacement ballot.
7. After all votes have been duplicated onto the replacement ballot, one person should call the choices recorded, while the other person verifies against the votes on the original ballot.
8. Place the original, invalid ballot into the Replacement Ballots Log Envelope.
9. Place the newly created, valid ballot in an envelope or bin to be scanned.
10. Repeat for each ballot to be duplicated.
11. The duplicated replacement ballots should be scanned as a separate batch. If using Ballot Now, note that these ballots are replacements in the **Scan Batch Notes** field.
12. Keep both sets of ballots and all paperwork as part of official election records.

Battery Pack Test Procedures

This document describes how to test the battery packs in the eSlate Electronic Voting System’s Judge’s Booth Controller (JBC), Model JBC 1000 B, and the eSlate and DAU eSlate voting units using the RadioShack™ Battery Tester supplied by Hart InterCivic Election Solutions Group. The numbers of hours given in **Table 1:** and **Table 2:** below are estimates only, and actual operating times may vary. Use the values in the tables to determine whether or not it is appropriate to re-use the battery pack(s) in your application.

A. Set Up the Battery Tester

1. Unwind the test lead on the back of the Tester (as described in the Tester’s OWNER’S MANUAL pamphlet).
2. Press the **ON** button on the Tester. If **READY** does not display at the bottom of the Tester screen, replace the batteries in the Tester (as described in the Tester’s OWNER’S MANUAL pamphlet).
3. Set the **DIAL** on the Tester to **12**.
4. Go to Section **B.** for the JBC or Section **B.** for the eSlate and DAU eSlate.



JBC	eSlate and DAU eSlate
<h3 style="margin: 0;">B. Access the Battery Packs</h3> <ol style="list-style-type: none"> 1. Disconnect the Battery Pack Key from the back of the JBC (AUX DC). 2. Turn the JBC up-side-down. 3. Lift up both JBC Battery Pack covers. 4. Go to Section C. Test the 2 JBC Battery Packs on page 2. 	<h3 style="margin: 0;">B. Remove the eSlate Battery Pack Cover</h3> <ol style="list-style-type: none"> 1. Disconnect the eSlate from the JBC or another eSlate. 2. Turn the eSlate up-side-down and remove the eSlate Battery Pack cover. 3. Go to Section C. Test the eSlate Battery Pack on page 2.

Table 1: JBC Available Charge (see NOTE)

Bars Displayed	Approximate Hours Remaining
1 — █	
2 — █ █	
3 — █ █ █	
4 — █ █ █ █	3 to 27
5 — █ █ █ █ █	28 to 42
6 — █ █ █ █ █ █	42 to 48
7 — █ █ █ █ █ █ █	48 or greater
<p>NOTE: For optimum battery power, both of the JBC Battery Packs in a JBC must have the SAME Number of Bars displayed.</p>	

Table 2: eSlate/eSlate DAU Available Charge

Bars Displayed	Approximate Hours Remaining
1 — █	
2 — █ █	
3 — █ █ █	
4 — █ █ █ █	
5 — █ █ █ █ █	9 to 13
6 — █ █ █ █ █ █	13 to 16
7 — █ █ █ █ █ █ █	16 to 18
<p>NOTE: New eSlate battery packs have been tested to provide 18 hours of constant use power.</p>	

JBC	eSlate and DAU eSlate
<p>C. Test the 2 JBC Battery Packs</p> <ol style="list-style-type: none"> 1. Locate the leads on both JBC Battery Packs and unplug their connectors (squeeze the connector and pull apart). 2. Plug one of the JBC Battery Pack’s connectors into the Tester’s connector. 3. Write down the number of bars displayed on the Tester screen. 4. Disconnect the Tester. 5. Plug the second JBC Battery Pack’s connector into the Tester’s connector. 6. Write down the number of bars displayed on the Tester screen. 7. Disconnect the Tester. 8. Refer to Table 1: JBC Available Charge (see NOTE) on page 1 to determine if the JBC Battery Packs need to be replaced. NOTE: Both JBC Battery Packs must have the SAME number of bars displayed on the Tester screen to provide optimum battery power. 9. If necessary, replace the JBC Battery Packs. 10. Re-connect the JBC Battery Pack connectors (the hook on the female connector hooks into the male connector). 11. Go to Section D. Close the Battery Pack Covers below. 	<p>C. Test the eSlate Battery Pack</p> <ol style="list-style-type: none"> 1. Locate the eSlate Battery Pack lead and unplug the connectors (squeeze the connector and pull apart). 2. Plug the eSlate Battery Pack’s connector into the Tester’s connector. 3. Write down the number of bars displayed on the Tester screen. 4. Disconnect the Tester. 5. Refer to Table 2: eSlate/eSlate DAU Available Charge on page 1 to determine if the eSlate Battery Pack needs to be replaced. 6. If necessary, replace the eSlate Battery Pack, being sure to keep the lifting cord accessible. 7. Plug the eSlate Battery Pack connector back into the eSlate connector (the hook on the female connector hooks into the male connector). 8. Go to Section D. Replace the eSlate Battery Pack Cover below.
<p>D. Close the Battery Pack Covers</p> <ol style="list-style-type: none"> 1. Close the JBC Battery Pack covers. 2. Label the JBC Tested. 3. Turn the JBC right-side-up. 	<p>D. Replace the eSlate Battery Pack Cover</p> <ol style="list-style-type: none"> 1. Tuck the eSlate Battery Pack connector and wires down into the battery pack bay so they are out of the way. 2. Replace the eSlate Battery Pack cover. 3. Label the eSlate Tested. 4. Turn the eSlate right-side-up.

Replacement Parts

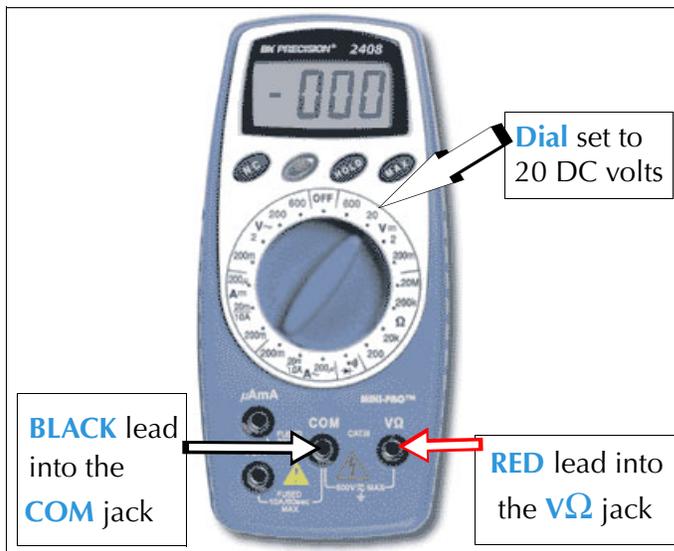
JBC Battery Pack PN: **2001-596**
 eSlate Battery Pack PN: **2001-592**
 Battery Tester PN: **2001-598**

Replacement parts are available from:
 Hart InterCivic Election Solutions Group
 PO Box 80649
 Austin, TX 78708-0649
 Phone: 800.223.4278
 Fax: 800.831.1485

Battery Pack Test Procedures

This document describes how to test the battery packs in the eSlate Electronic Voting System’s Judge’s Booth Controller (JBC), Model JBC 1000 B, and the eSlate and DAU eSlate voting units using the BK Precision® Battery Tester outfitted especially for the eSlate system and supplied by Hart InterCivic. The numbers of remaining hours given in **Table 1:** and **Table 2:** below are estimates only, and actual operating times may vary. Use the values in the tables to determine whether or not it is appropriate to re-use the battery pack(s) in your application.

- A. Set Up the BK Precision Battery Tester**
1. Remove the test leads from the Tester package.
 2. Plug the **RED** lead into the **VΩ** jack on the Tester.
 3. Plug the **BLACK** lead into the **COM** jack on the Tester.
 4. Turn the dial on the Tester to **20 DC** volts.
 5. Go to Section **B.** for the JBC —or— Section **B.** for the eSlate and DAU eSlate.



- JBC**
- B. Access the JBC Battery Packs**
1. Disconnect the Battery Pack Key from the back of the JBC (AUX DC).
 2. Turn the JBC up-side-down.
 3. Remove both JBC Battery Pack covers.
 4. Go to Section **C. Test the 2 JBC Battery Packs** on page 2.

- eSlate and DAU eSlate**
- B. Access the eSlate Battery Pack**
1. Turn the eSlate up-side-down.
CAUTION: To avoid scratching the eSlate display window, place the unit on a clean fabric or other non-abrasive surface.
 2. Remove the eSlate Battery Pack cover.
 3. Go to Section **C. Test the eSlate Battery Pack** on page 2.

Table 1: JBC Available Charge (see NOTE)

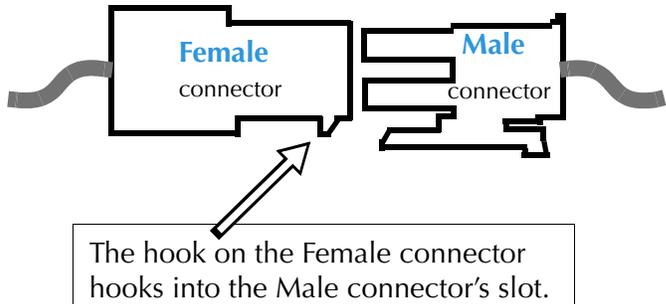
VDC Displayed	Approximate Hours Remaining
1 – 8.69 or less	Needs Replacement
2 – 8.70 to 9.45	Needs Replacement
3 – 9.47 to 9.92	Needs Replacement
4 – 9.93 to 10.68	3 to 27
5 – 10.69 to 11.24	28 to 41
6 – 11.26 to 11.90	42 to 47
7 – 11.91 or more	48 or greater

NOTE: Both JBC Battery Packs must fall into the SAME Voltage range as listed in **Table 1:** to provide optimum battery power.

Table 2: eSlate / DAU eSlate Available Charge

VDC Displayed	Approximate Hours Remaining
1 – 8.69 or less	Needs Replacement
2 – 8.70 to 9.45	Needs Replacement
3 – 9.47 to 9.92	Needs Replacement
4 – 9.93 to 10.68	Needs Replacement
5 – 10.69 to 11.24	9 to 12
6 – 11.26 to 11.90	13 to 15
7 – 11.91 or more	16 to 18

NOTE: New eSlate Battery Packs have been tested to provide 18 hours of constant use power.

JBC	eSlate and DAU eSlate
<p>C. Test the 2 JBC Battery Packs</p> <ol style="list-style-type: none"> 1. Locate the leads on both JBC Battery Packs and unplug their connectors (squeeze the connector and pull apart). 2. Plug a JBC Battery Pack's connector into the connector on the Tester's lead. 3.  Write down the voltage reading displayed on the Tester screen. 4. Unplug the JBC Battery Pack's connector from the Tester's lead. 5. Plug the second JBC Battery Pack's connector into the connector on the Tester's lead. 6.  Write down the voltage reading displayed on the Tester screen. 7. Unplug the JBC Battery Pack's connector from the Tester's lead. 8. Turn the dial on the Tester to OFF. 9. Refer to Table 1: JBC Available Charge (see NOTE) on page 1 to determine if the JBC Battery Packs need to be replaced. NOTE: Both JBC Battery Packs must fall into the SAME Voltage range as listed in Table 1: to provide optimum battery power. 10. If necessary, replace the JBC Battery Packs. 11.  Write Tested and the Date on the JBC Battery Packs. 12. Plug each JBC Battery Pack connector into a JBC connector (the hook on the female connector hooks into the male connector's slot). 13. Go to Section D. Replace the JBC Battery Pack Covers below. 	<p>C. Test the eSlate Battery Pack</p> <ol style="list-style-type: none"> 1. Locate the eSlate Battery Pack lead and unplug the connectors (squeeze the connector and pull apart). 2. Plug the eSlate Battery Pack's connector into the Tester's lead connector. 3.  Write down the voltage reading displayed on the Tester screen. 4. Unplug the eSlate Battery Pack's connector from the Tester's lead. 5. Turn the dial on the Tester to OFF. 6. Refer to Table 2: eSlate / DAU eSlate Available Charge on page 1 to determine if the eSlate Battery Pack needs to be replaced. 7. If necessary, replace the eSlate Battery Pack, being sure to keep the lifting cord accessible. 8.  Write Tested and the Date on the eSlate Battery Pack. 9. Plug the eSlate Battery Pack connector back into the eSlate connector (the hook on the female connector hooks into the male connector's slot). 10. Go to Section D. Replace the eSlate Battery Pack Cover below. 
<p>D. Replace the JBC Battery Pack Covers</p> <ol style="list-style-type: none"> 1. Close the JBC Battery Pack covers. 2. Turn the JBC right-side-up. 	<p>D. Replace the eSlate Battery Pack Cover</p> <ol style="list-style-type: none"> 1. Tuck the eSlate Battery Pack connector, wires, and lifting cord down into the Battery Pack bay so they are out of the way. 2. Replace the eSlate Battery Pack cover. 3. Turn the eSlate right-side-up.

Replacement Parts

JBC Battery Pack PN: **2001-596**
 eSlate Battery Pack PN: **2001-592**
 Battery Pack Tester BK PN: **2001-616 Rev. A**

Replacement parts are available from:
 Hart InterCivic Election Solutions Group
 PO Box 80649
 Austin, TX 78708-0649
 Help Desk Phone - 866.275.4278 (1.866.ASK.HART)
 Help Desk Fax - 866.391.1834
 Help Desk eMail - eSlatesupport@hartic.com

Materials

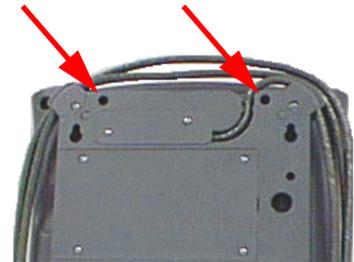
- ✓ eSlate Window Replacement Kit containing:
 - ◆ 1 new window with a thin plastic protective cover on both sides and an adhesive strip on one side.
 - ◆ 2 #4-40 3-inch long stainless steel Phillips head screws
- ✓ Phillips screwdriver, #1
- ✓ Cotton swabs
- ✓ 70% isopropyl alcohol



A. Remove the Old Window

1. Disconnect the eSlate and wind up the cable.
2. Locate the window removal screw holes near the top of the back side of the eSlate.
3. Stand the eSlate on its end and start one of the supplied #4-40 x 3-inch screws into each of the two holes by hand.
4. Alternately tighten each of the screws a few turns with the screwdriver until the window's top edge releases from the frame on the front of the eSlate. Continue tightening the screws until the window is loose enough to grab with your fingers.

Screw Holes



5. Lay the eSlate down flat, with the window side up.
6. Pull the window away from the eSlate by alternately working down the two sides until the window is completely free from the eSlate.

Be sure not to touch or scratch the exposed LCD surface under the window.



7. Lay the old window aside.
8. Completely remove both of the #4-40 screws from the eSlate.

B. Install the New Window

Caution: Be sure not to touch or scratch the exposed LCD during this process.

1. Lay the eSlate down flat, with the LCD side up.
2. Inspect the frame area for residual adhesive that was not removed with the old window. If adhesive remained on the frame, dip a cotton swab in the 70% isopropyl alcohol and rub the old adhesive off of the frame.

Be sure not to touch or scratch the exposed LCD surface.

3. Locate the new window and lay it down with the adhesive strip side up. (The adhesive strip is covered with a removable backing).
4. Remove the thin plastic protective cover from the new window.

5. Remove the backing from the adhesive strip.

6. With the sticky side down, orient the lower edge of the new window over the frame on the eSlate.

7. Set the new window into the frame.

8. With firm pressure, press down on the 4 edges of the new window to set the adhesive.

9. Remove the thin plastic cover from the new window. Installation of the new window is complete.



These instructions describe how to convert an eSlate™ 3000 voting unit into a DAU 5000™ eSlate (disabled access unit) so that a DAU Card, headphones, and tactile input switches can be used with the eSlate.

Materials

- ✓ 1 eSlate to DAU eSlate Conversion Kit 2001-047
- ✓ 1 eSlate voting unit
- ✓ 1 Phillips screwdriver, #1
- ✓ 1 clean, folded cloth to lay the eSlate on
- ✓ ESD protective gear.

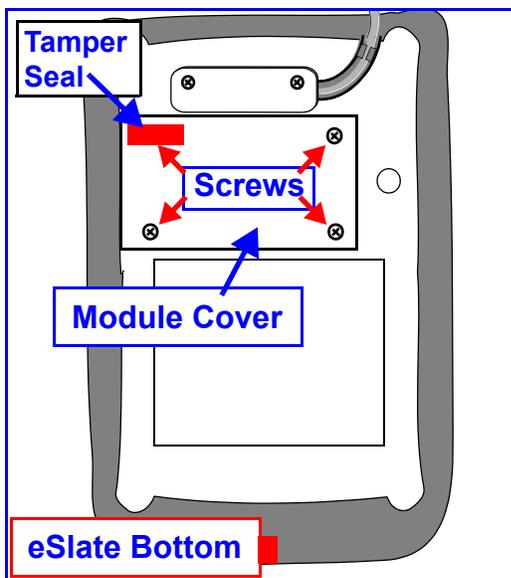
If you are not familiar with ESD (ElectroStatic Discharge) protection, **STOP** here and speak to your supervisor.



Steps

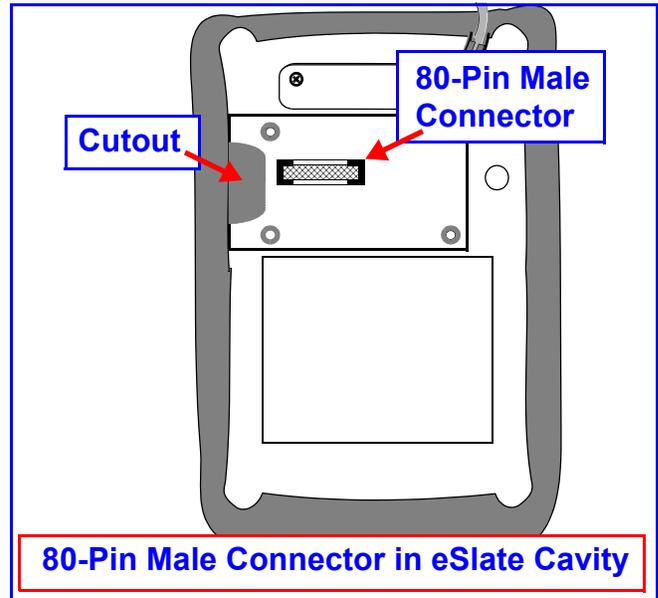
IMPORTANT! Use ESD protection before starting.

1. Lay the folded cloth on a clean work area.
2. Lay the eSlate glass-side-down on the cloth, being careful not to scratch the glass.
3. Locate the four screws in the Module Cover on the bottom of the eSlate. You will need to remove the tamper seal over one of the screws.



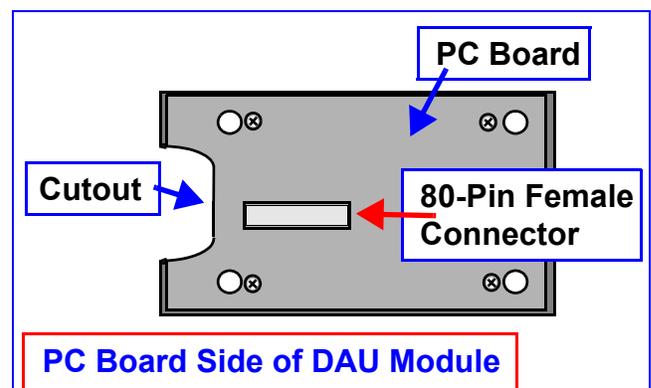
4. Use the screwdriver to loosen the four screws in the Module Cover.
5. Lift up on the Module Cover to remove it (with the screws) and lay the Module Cover aside.

6. Look at the location of the 80-pin male connector in the floor of the exposed cavity.

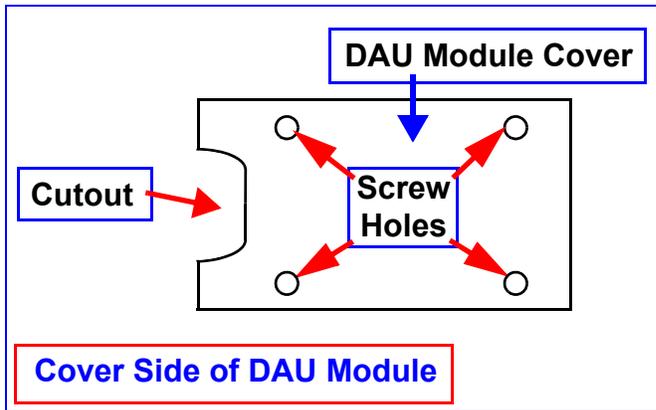


7. Remove the DAU Module from its protective bag.

8. Look at the DAU Module.
 - It has a PC board connected to a Module Cover.
 - Both the PC board and the Module Cover have a cutout to match the cutout in the eSlate cavity.
 - The PC board has an 80-pin female connector.



9. Turn the DAU Module so the PC board is facing down.



10. Orient the DAU Module over the cavity in the bottom of the eSlate so that the cutouts of the DAU Module and the eSlate line up.

- This will line-up the 80-pin connectors.
- The cutouts will form the slot for the DAU Card.

11. Using care not to bend the pins in the cavity's connector, press down on the DAU Module to seat its connector into the cavity's connector.

12. Locate the four screws that were in the Module Cover you removed in **Step 5**.

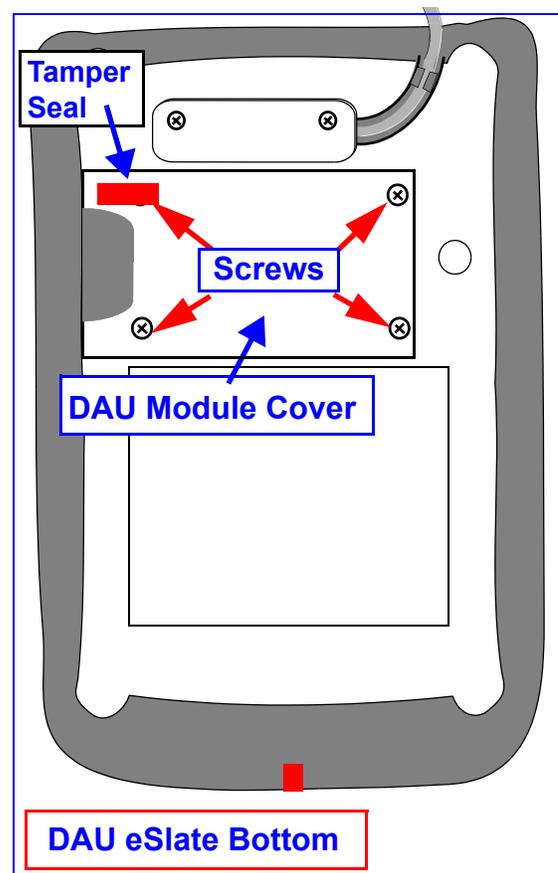
13. Place the four screws in the screw holes in the DAU Module Cover.

14. Use the Phillips screwdriver to screw the four screws into the DAU Module Cover.

15. Install a new tamper seal over one of the screws.

16. You have converted an eSlate into a DAU eSlate.

17. To perform a functional test of the DAU eSlate, follow the set-up and test instructions given in the document



DAU 5000 Voting Unit Setup

Part number 6000-057.

For more information, call Hart InterCivic Customer Support:

1-800-223-HART

Materials

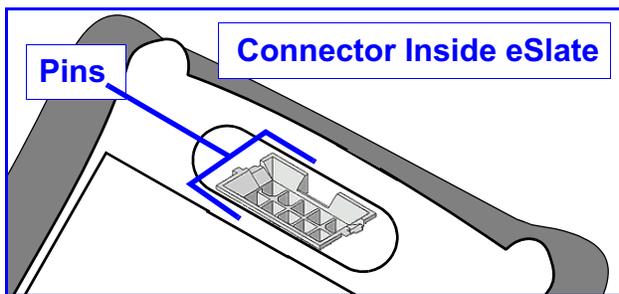
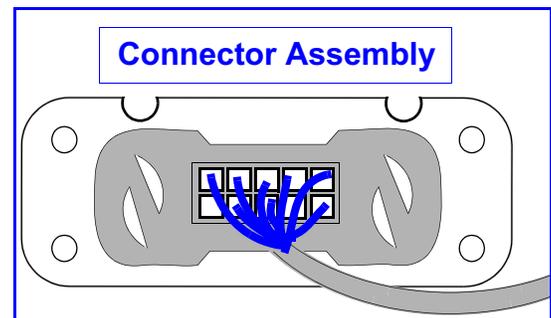
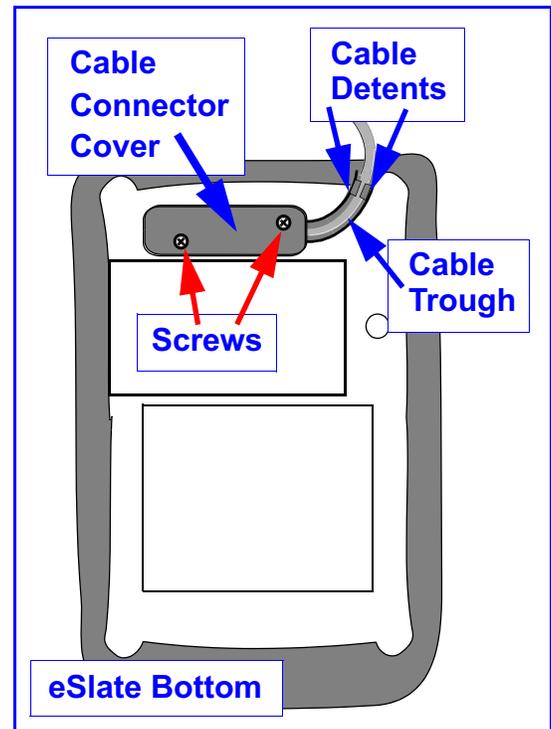
- ✓ 1 new eSlate-to-eSlate cable Part # 1001-805
- ✓ 1 Phillips screwdriver
- ✓ 1 Flat-blade screwdriver
- ✓ 1 clean, folded cloth to lay the eSlate on
- ✓ ESD protective gear

IMPORTANT! Use ESD (ElectroStatic Discharge) protection before starting.



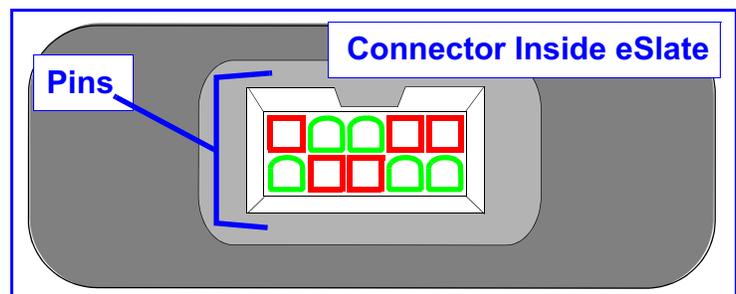
Steps

1. Disconnect the eSlate.
2. Lay the folded cloth on a clean work area.
3. Lay the eSlate glass-side-down on the cloth, being careful not to scratch the glass.
4. Locate the two screws in the Cable Connector Cover near the top of the back side of the eSlate.
5. Use the Phillips screwdriver to remove the two screws and lay the two screws aside.
6. Remove the Cable Connector Cover and lay it aside.
7. Pull up on the entire connector assembly to unplug it from the eSlate.
8. Use the flat-blade screwdriver to pry the cable out of the detents in the cable trough, then lay the cable aside.
9. Look at the pins in the connector that is inside the eSlate.



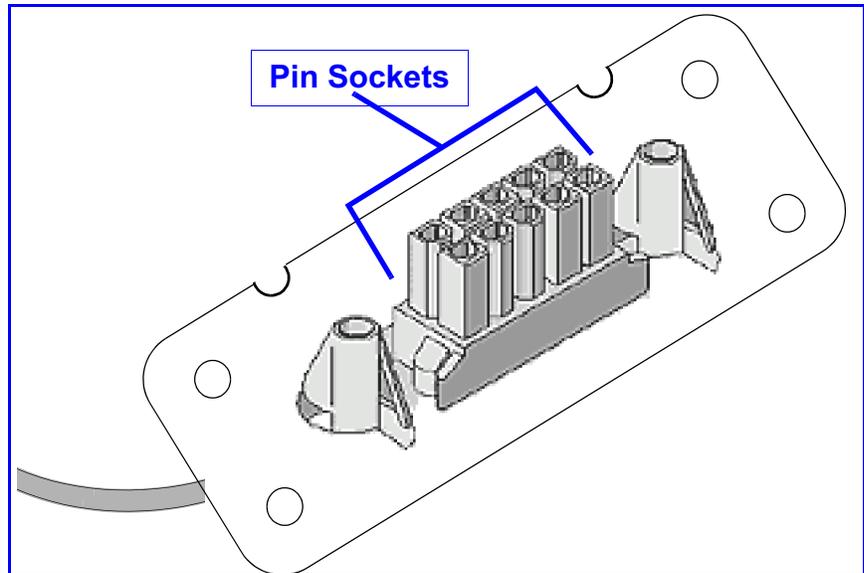
Notice that the pins are keyed.

The green pins shown in the illustration to the right have rounded tops and the red pins are square.



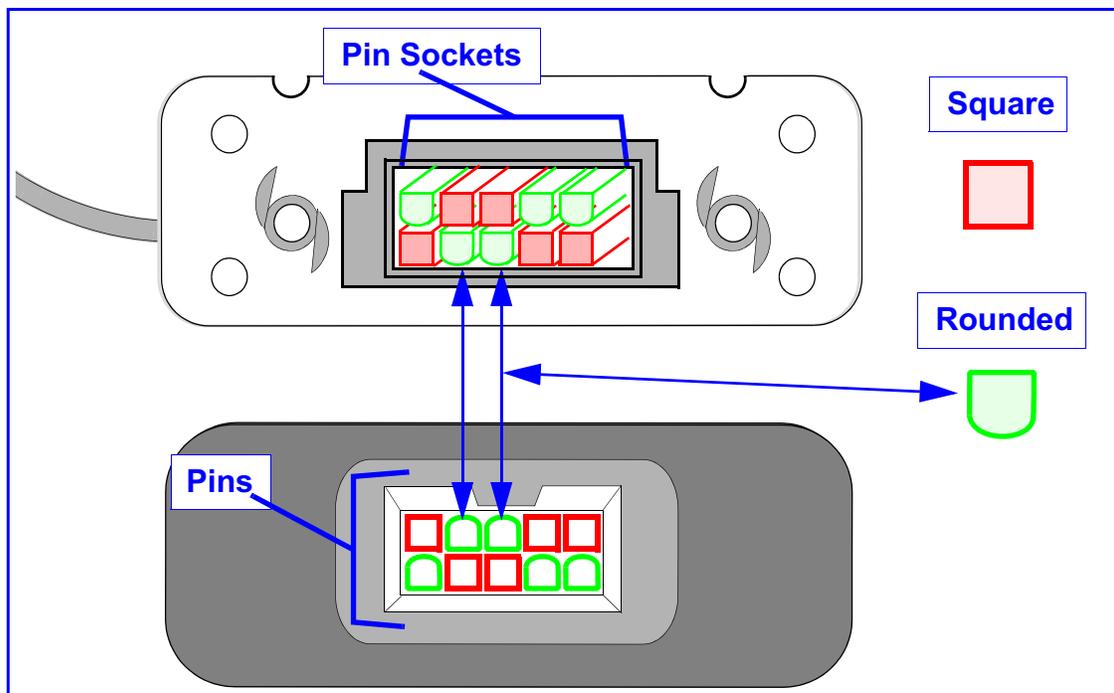
10. Locate the new eSlate cable.

11. Notice that the pin sockets on the new eSlate cable's connector are also keyed.



IMPORTANT!

12. Orient the pin sockets on the new eSlate cable's connector over the pins in the connector that is inside the eSlate so that the keyed pin sockets match the keyed pins in the connector inside the eSlate.



13. Push down on the eSlate cable's connector with medium force to seat it. If it seems hard to seat, you may have the connector oriented backwards.

14. Run the eSlate cable's wire out the cable trough.

15. Use the flat-blade screwdriver to press the cable under the cable detents, being careful not to damage the cable sheath.

16. Replace the Cable Connector Cover.

17. Use the Phillips screwdriver to replace the two screws in the Cable Connector Cover.

Bent or Recessed Connector Pins

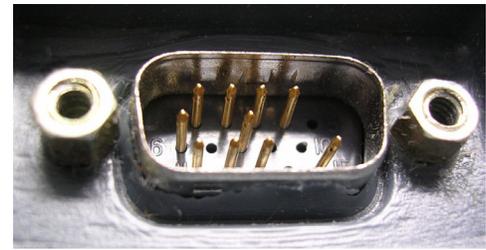
Potential Causes: Misaligned Forced Connection

Solutions:

1. Temporarily bypass the bent pin if it is on a booth. Connect directly to the eSlate unit.
2. If the pin is bent, straighten the pin with a straight slotted screwdriver, needlenose pliers, or a surgical instrument.
3. If the pin is recessed, pull recessed pins out to normal position with needlenose pliers or a surgical instrument.
4. If the pin is broken or beyond repair, replace the eSlate-to-booth cable (pigtail).
 - a. Disconnect the eSlate from the pigtail.
 - b. Remove the eSlate from the booth.
 - c. Using a pair of needlenose pliers on both the inside and outside of the port connector jack screw, remove the port connector screw locks (nuts) and jack screws. (Soft panel booths have integrated screw locks.)
 - d. Remove the original pigtail.
 - e. Align the new pigtail to the orientation of the port cutout in the back of the booth.
 - f. Using two pair of needlenose pliers, tighten the port connector jack screws and screw locks.
 - g. Connect the eSlate to the new pigtail.
 - h. Secure the eSlate in the booth.

Replacement eSlate-to-Booth Cable Part #1001-841

Replacement DAU-to-Booth Cable Part #1001-846



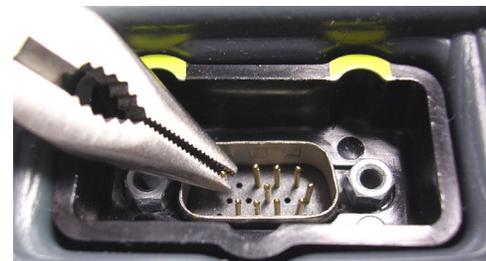
Normal Pins



Pin Three Bent



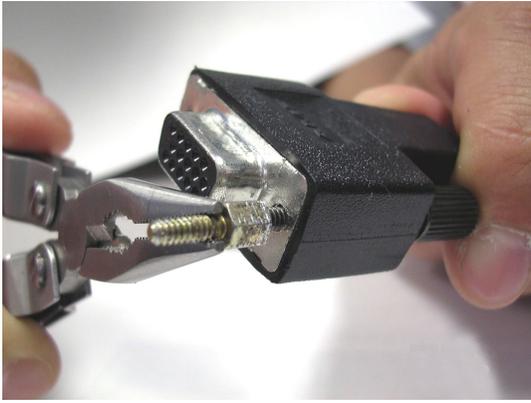
Pin Seven Recessed



Straightening/Pulling Pin



Installing New Pigtail



Screw Jack on Booth Cable Connector

Screw Jack Stuck on eSlate Connector Thumbscrew

Potential Causes: Thumbscrew Overtightened or Forced

Solution:

1. Grasp jack screw with needlenose pliers.
2. Unscrew thumbscrew from jack screw.
3. If necessary, replace jackscrew and screw lock and/or cable with connector.

Replacement Jack Screw Part #1001-910

Replacement Screw Lock Part #1001-258

Replacement eSlate-to-Booth Cable Part #1001-841

Replacement DAU-to-Booth Cable Part #1001-846

eSlate Cable Replacement Kit Part #2001-046

Replacement JBC-to-eSlate Cable Part #1001-512



Hard Panel Booth Port Connector Screw Locks

Broken Booth Latch

Potential Causes: Booth Dropped on Latch; Bending Latch to Snapping Point

Solution:

1. Pry off the broken latch from the top side of the booth lid.
2. Remove the broken latch.
3. Compare the new latch orientation to the existing latch on the other side, and snap the new latch into place.

Replacement Latch Part #1001-821



Prying Off a Broken Booth Latch



Removing a Broken Booth Latch

Recessed Booth Leg Spring Pin

Potential Causes: Pin/Button Pushed In Too Far

Solutions:

1. From the open end of the booth leg, reach a finger or pencil into the tube and into the "V" of the booth leg spring pin.
2. Guide the pin back into place until the button snaps back into its hole.
3. If the recessed spring pin is on a booth leg that has an end cap, first remove the end cap by carefully prying it off with a pocket knife.
4. To install a replacement spring pin, gently squeeze the open end of the "V" together while inserting the spring pin into the open end of the booth leg. Orient the pin toward the hole and guide into place until the button snaps into place.
5. If necessary, replace the end cap by pushing it back into place.

Replacement Spring Pin Part #1001-827

Replacement Booth Leg End Caps Part #1001-831



Booth Leg Spring Pin



Recessed Booth Leg Spring Pin



Removing a Booth Leg End Cap



Replacing Booth Leg Spring Pin



Intact Hard Panel Pin



Broken Hard Panel Pin

Broken Pin on Hard Privacy Panel

Potential Causes: Forcing loose panel into place at an odd angle (always slip the top pin into its slot, then the bottom) after closing panels incorrectly

Solutions:

1. Replace the hard panel.
2. Always slip the top pin into its slot first, then push the bottom pin in until it snaps into place.
3. When closing panels, fold the left side in first, then the right.

Replacement Hard Panel Part #1001-297



Fabric Retainer on Soft Panel Booth

Loose Retainer on Fabric Privacy Screen

Potential Causes: Pulling on the Fabric

Solution:

1. Push the fabric retainer back into place.

Replacement Retainer Part #1001-708

Fabric Privacy Screen Leaning In

Potential Causes: When closing the booth, wire form was twisted in the fabric sleeve

Solutions:

1. Grasp the wire section of the fabric privacy screen with two hands.
2. Twist the wire in the opposite direction of the kink. DO NOT bend, but twist in a bicycle-pedal motion.
3. Work the kink out from top to bottom until the fabric screen stands independently.
4. When closing the booth, loop the left side of the screen in first, then the right. Secure the fabric screen into the clip on the lid of the booth, so that closing the booth does not bend the wire.

Replacement Booth Fabric Panel Part #2001-060



Leaning Fabric Privacy Screen



Twist the Wire to Correct Lean

Broken Tether on Hard Panel Booth

Potential Causes: Booth Lid Forced Open Beyond Perpendicular

Solution:

Replace tether using tether repair kit.

- Step 1 Remove any broken pieces of tether rivets.
- Step 2 Use a flathead screwdriver to flatten plastic and remove any debris around the original rivet hole.
- Step 3 Position the metal reinforcement plate with the center hole directly above the original rivet hole.
- Step 4 Use a pen to mark the location of the two new rivet holes and remove the metal plate.

Step 5 Use a 11/64" drill bit to drill two new rivet holes and to clean the original rivet hole.

Step 6 Replace the metal plate and insert two new rivets into the outermost holes. Orient the nails pointing up.

Step 7 Place the rivet gun over the nail and squeeze to engage the rivet. Continue squeezing to snap off the nail.

Step 8 Place the loop end of the tether cable directly above the center hole, and hold it in place by inserting a new rivet.

Step 9 Place the rivet gun over the nail and squeeze to engage the rivet. Continue squeezing to snap off the nail.

Tether Repair Kit Part #1001-870



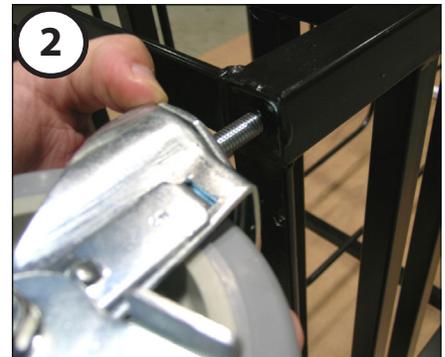
Wheel Assembly on eSlate Booth Caddy II

Prerequisite: Turn eSlate Booth Caddy on its side to facilitate wheel assembly.

Supplies Required: Low-profile wrench (supplied with wheels); Loc-Tite Retaining Compound (optional).

Assembly Steps:

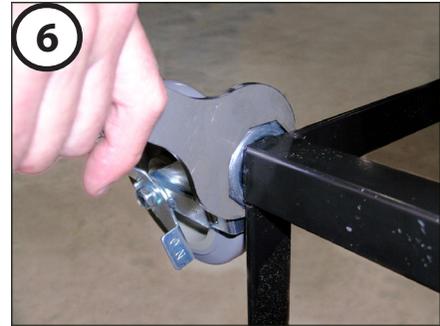
1. Locate the nut plate on the underside of each caddy leg.
2. While holding the caddy wheel assembly with one hand, insert the caster stud into the nut plate on the underside of the caddy leg.
3. Turn the wheel assembly's hex-shaped stud-bearing flange by hand to thread the stud into the shaft. Apply only enough turns to secure the end of the bolt into the nut plate, leaving the remaining threads exposed.
4. (Optional) Apply a few drops of Loc-Tite Retaining Compound to the final 1/2" of the caster stud.
5. Hand-tighten the wheel assembly's hex-shaped stud-bearing flange until it is flush against the underside of the caddy leg.



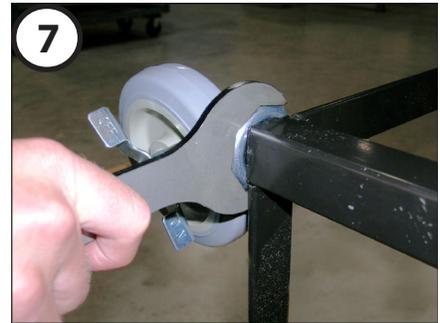
Wheel Assembly on eSlate Booth Caddy II (cont.)

Assembly Steps:

6. Using the low-profile wrench supplied with the wheel assembly, tighten the stud-bearing flange snug against the underside of the caddy leg. Do not overtighten.



7. Once the stud-bearing flange is snug, use the wrench to tighten the flange an additional one-quarter turn. Do not overtighten.



8. Push the wheel's brake lever to the "OFF" position to allow the wheel to move freely. Push the brake lever to the "ON" position to immobilize the wheel.



 Do not attempt to move the caddy with ANY wheel's brake lever in the "ON" position.

9. Repeat steps 1-9 for all additional caddy wheels. Turn finished caddy upright. Periodically check all caddy wheels to ensure that casters remain firmly attached to caddy legs.



Booth Port Protector - Introduction

The pins on the outside of the eSlate and DAU eSlate booths are subject to damage. If damaged, the solution typically requires that the entire booth pigtail be replaced.

This document outlines the recommended and tested steps for an alternative solution: adding a DB15 M/F Slimline VGA Port Protector to the end of the booth pigtail in order to help avoid bent pins and the necessity of replacing the entire booth pigtail, should pins be broken.

There are several logistical procedures that must be followed if Port Protectors are to be installed on eSlate booths:

- 1) A MAXIMUM OF TEN (10) BOOTHS WITH BOOTH PORT PROTECTORS MAY BE SET UP IN ONE PVS DAISY-CHAIN AT A TIME.**
- 2) BOOTHS WITH PORT PROTECTORS INSTALLED MUST NOT BE USED IN THE SAME PVS DAISY-CHAIN AS BOOTHS WITHOUT PORT PROTECTORS.**
- 3) BOOTHS WITH PORT PROTECTORS INSTALLED MUST BE MARKED ON THE OUTSIDE, IN A CONSISTENT AND EASILY RECOGNIZABLE LOCATION, IN ORDER TO HELP PREVENT USING THESE BOOTHS IN A MIXED ENVIRONMENT.**



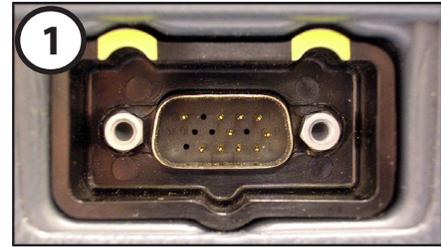
Booth Port Protector- Assembly Instructions

Parts Required:

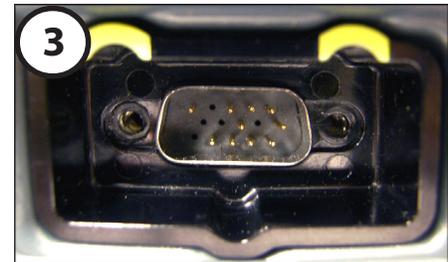
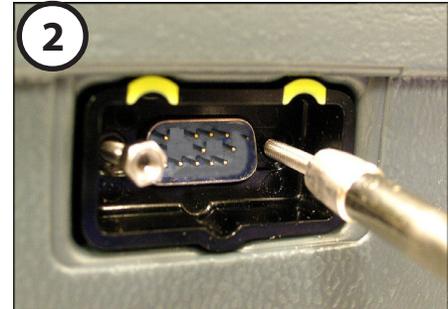
- Booth Port Protector (gender changer)
#1001-912 (Hart InterCivic product)
Equivalent to #ADA PPHD15 Port Protector
HD15 M/F or DB15 M/F Slimline VGA Port Protector
- 2 Long screwlocks (Loctite embedded) per port
#1001-848-LONG (Hart InterCivic product)
- 3/16" hex driver (to tighten screwlocks)
- Colored tape or similar product to mark booths

Assembly Steps:

1. Locate booth port with existing screwlocks.
2. Loosen existing screwlocks with 3/16" driver.
3. Remove screwlocks completely, leaving exposed holes.
4. Remove pigtail by pulling from inside the booth.
5. Locate Port Protector and orient with male pins facing outward.



Shown: booths with block-style connectors

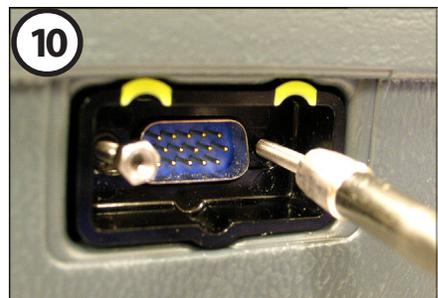
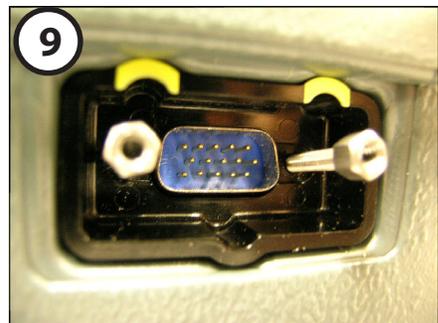


Booth Port Protector - Assembly Instructions (cont.)

Assembly Steps:

6. Align Port Protector with the female side facing toward the male side of pigtail.
7. Firmly press Port Protector onto end of pigtail.
8. From the inside of the booth, align the Port Protector-pigtail assembly with male end of the Port Protector protruding through the socket opening. *Make certain that the vertical orientation of the male serial port connection is correct for your booths.*
9. From outside the booth, insert the Loctite-embedded long screwlocks. (Recommended method.)

If NOT using Loctite embedded screwlocks, place a drop of Loctite 222 (purple) or 290 (green) on the end of the screwlocks. Short screwlocks may be used (four per Port Protector), but this is not the recommended method.
10. Tighten the long screwlocks with 3/16" hex driver.
11. Mark the booth with colored tape (or similar product) to indicate that it has been enhanced with a Port Protector.
12. Verify eSlate functionality with a regularly scheduled test.





Hart Voting System VBO Paper Roll Management

CONTENTS

- ADD A NEW ROLL OF PAPER TO A VBO**, this page.
- Remove the Bottom Cover, this page.
 - Load the REWIND CORE on the TAKE-UP SPOOL, page 2.
 - Load the Paper on the FEEDER SPOOL Spindle, page 3.
 - Advance the Paper into the Printer, page 5.
 - Attach the Paper Flap to the REWIND CORE, page 6.
 - Replace the Bottom Cover, page 7.
 - Install the Security Wire, page 7.
- REMOVE A PRINTED ROLL OF BALLOTS FROM A VBO**, page 8.

Wear ESD protection for this procedure.

Help Desk:
 Phone: 1-866-275-4278
 (1-866-ASK-HART)
 Fax: 1-866-391-1834
 Email: eSlatesupport@hartic.com

ADD A NEW ROLL OF PAPER TO A VBO

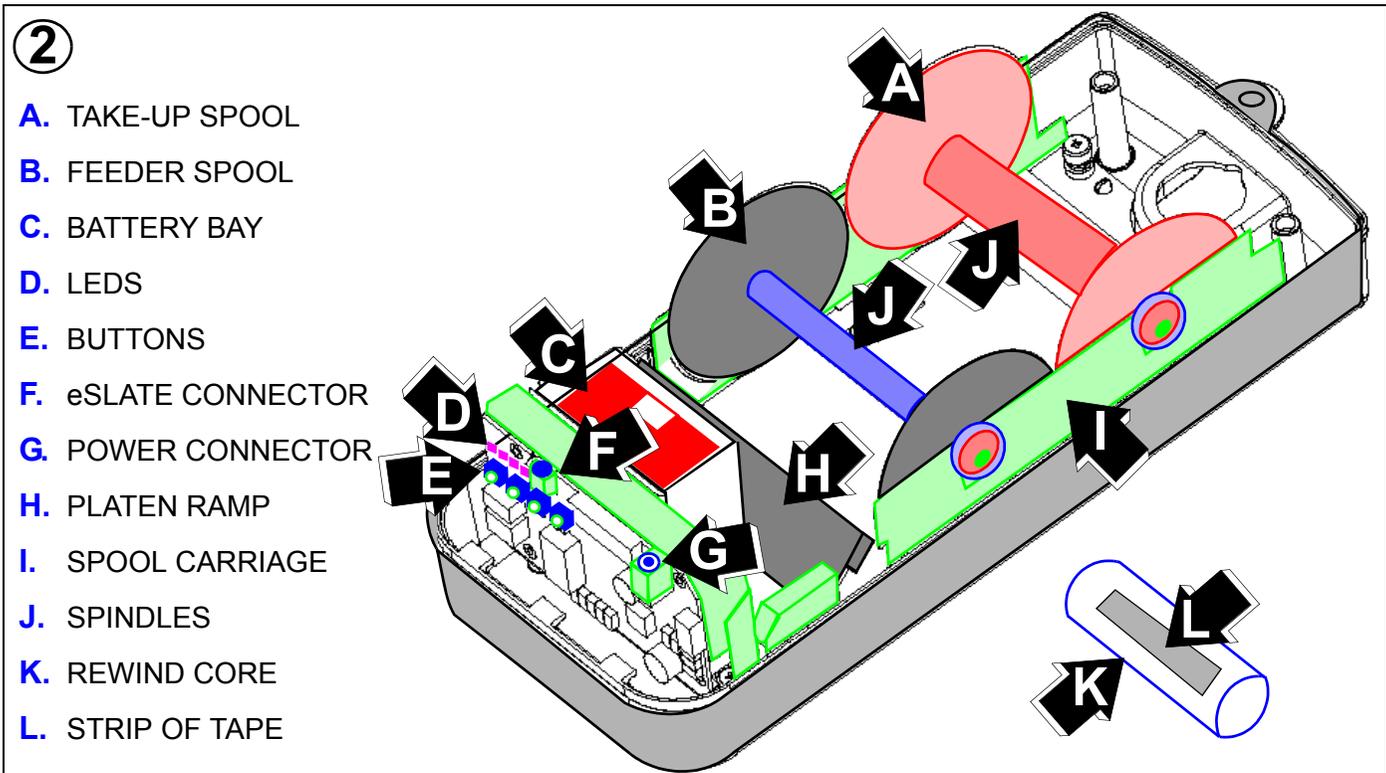
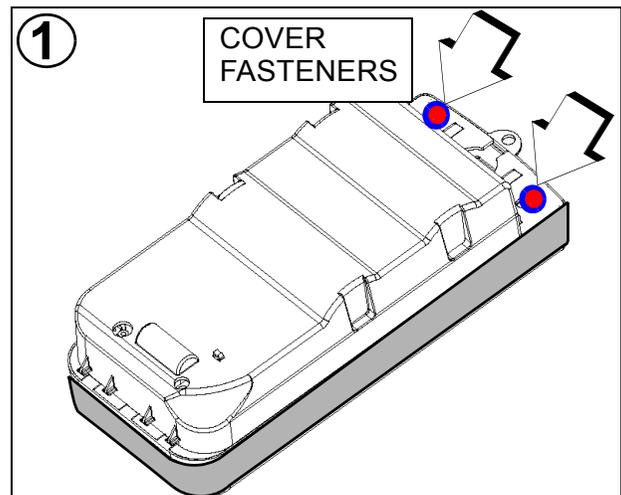
Remove the Bottom Cover

Materials

- 1 VBO unit

- 1.** Remove the BOTTOM COVER from the VBO unit:
 - a.** Place the VBO unit on a flat surface.
 - b.** Turn the VBO unit window-side down.
 - c.** Unscrew the COVER FASTENERS until the BOTTOM COVER comes loose.
The COVER FASTENERS stay attached to the BOTTOM COVER.
 - d.** Lift the BOTTOM COVER off of the VBO unit and set the BOTTOM COVER aside.

- 2.** Look at Figure 2 to locate the VBO unit components.

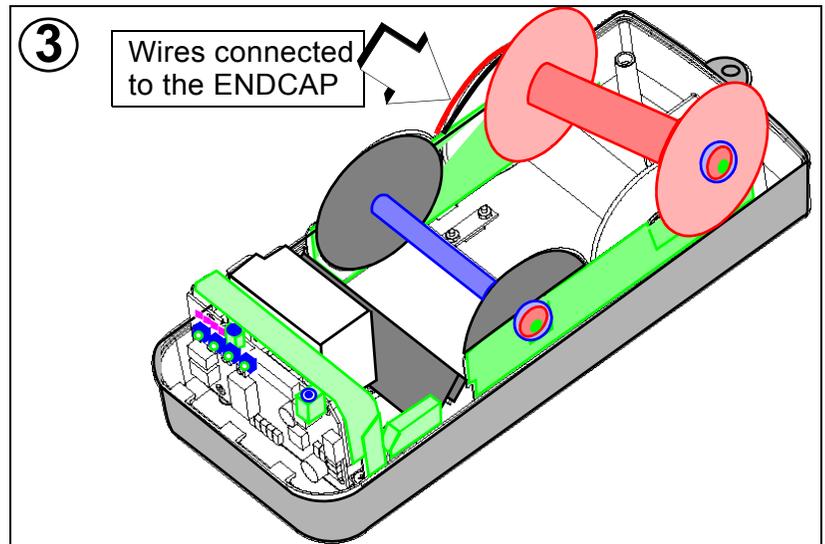


Load the REWIND CORE on the TAKE-UP SPOOL

Materials

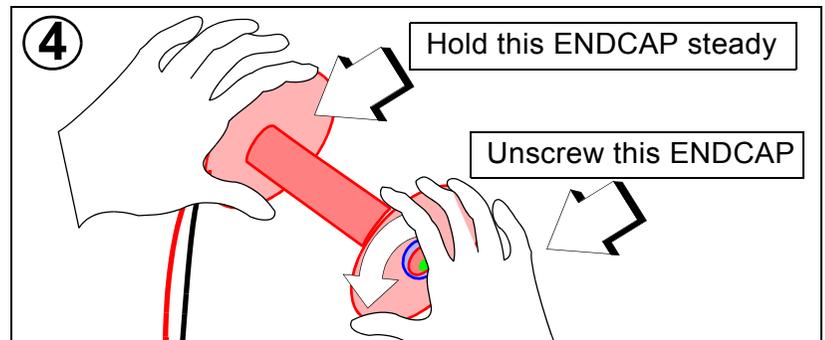
- 1 REWIND CORE

3. Carefully lift the TAKE-UP SPOOL out of its slots, being careful not to pull on the red and black wires connected to the ENDCAP of the SPOOL.



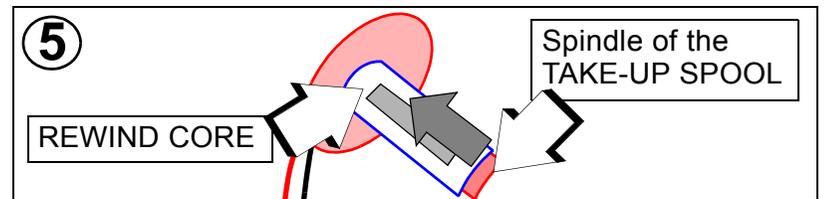
4. Remove the non-wired ENDCAP from the TAKE-UP SPOOL:

- Hold steady the ENDCAP of the SPOOL that has the wires.
- Unscrew the other ENDCAP of the TAKE-UP SPOOL until it comes off.
- Set the ENDCAP of the TAKE-UP SPOOL aside.



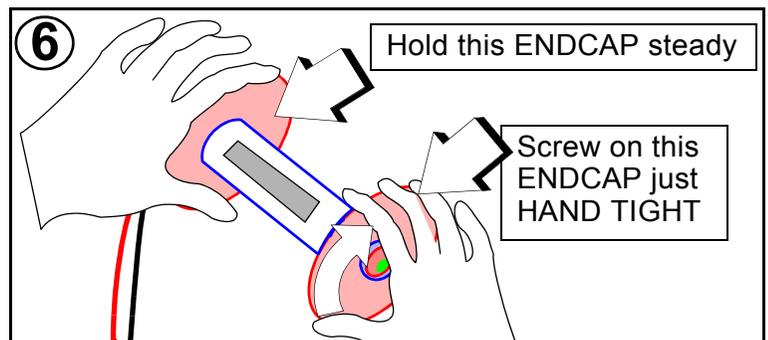
5. Load the REWIND CORE on the spindle of the TAKE-UP SPOOL:

- Slide the REWIND CORE over the spindle of the TAKE-UP SPOOL.
- Turn the REWIND CORE until it slides all the way onto the TAKE-UP SPOOL.

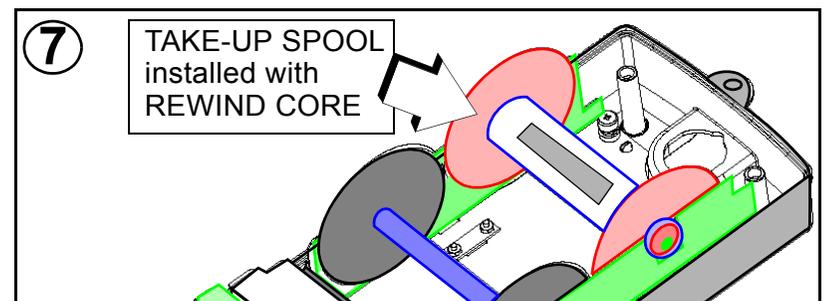


6. Replace the ENDCAP on the TAKE-UP SPOOL:

- Hold steady the ENDCAP of the TAKE-UP SPOOL that has the red and black wires connected.
- Screw the loose ENDCAP back on to the spindle — JUST HAND TIGHT.



7. Slide the TAKE-UP SPOOL back into its slots in the VBO unit. If necessary, turn the TAKE-UP SPOOL to align the grooves in the ENDCAP that has the wires so that the TAKE-UP SPOOL is seated in the slots of the SPOOL CARRIAGE.



Load the Paper on the FEEDER SPOOL Spindle

Materials

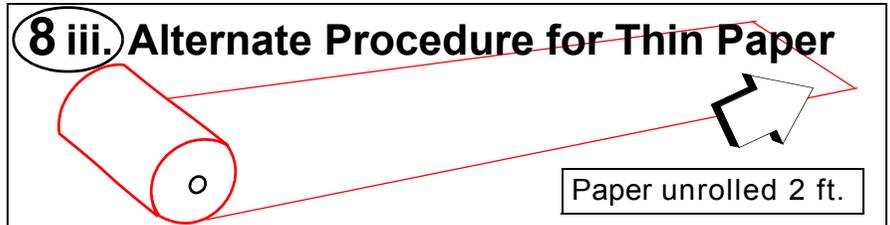
- 1 pair of scissors
- 1 new roll of paper (4.37 in. wide):
 - ◆ Hart #1002-118 (thick paper, thickness = 2.4 mil)
 - ◆ Hart #1002-117 (thin paper, thickness = 2.0 mil)

8. Prepare the paper roll:

- a. Loosen the flap on the paper.
- b. Use scissors to cut straight across the flap.

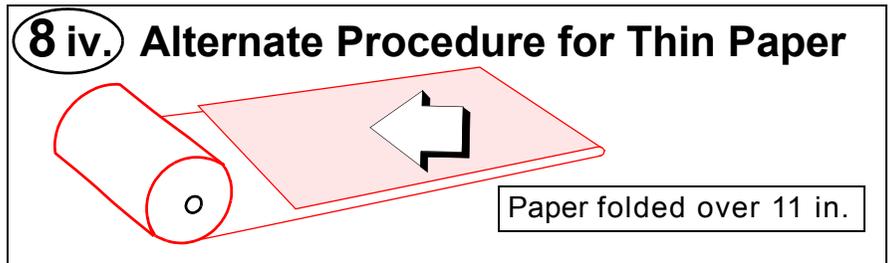
☛ Alternate procedure for preparing thin paper (Hart #1002-117, paper thickness = 2.0 mil)

- i. Loosen the flap on the paper.
- ii. Use scissors to cut straight across the flap.
- iii. Lay the paper roll on a flat surface and unroll 2 ft. of the paper.

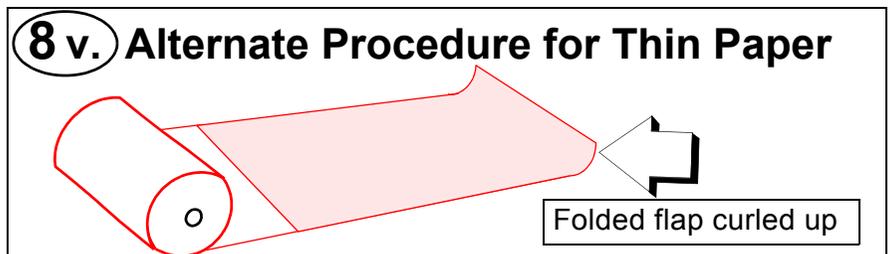


- iv. Lift the flap up and fold over 11 in., making the edges of the paper line up, then crease the fold.

The creased fold will be the flap to feed into the printer.

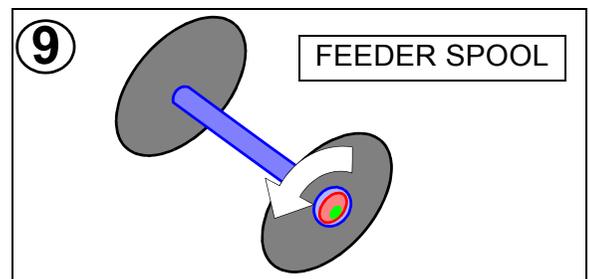


- v. Roll up the creased fold to create a "curled" flap.



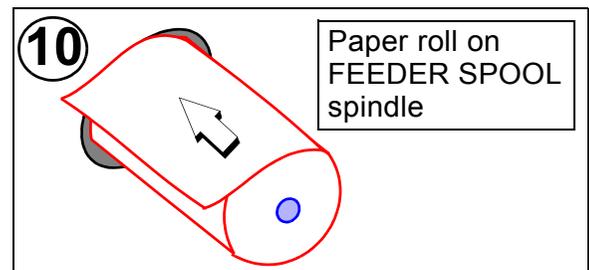
9. Remove one ENDCAP from the FEEDER SPOOL:

- a. Lift the FEEDER SPOOL out of its slots.
- b. Unscrew the ENDCAP of the FEEDER SPOOL until it comes off and set it aside.

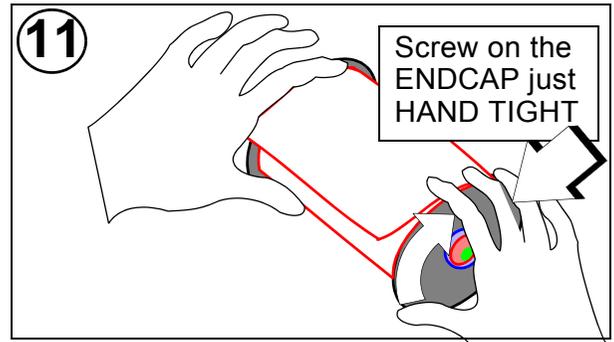


10. Put the paper roll on the FEEDER SPOOL spindle:

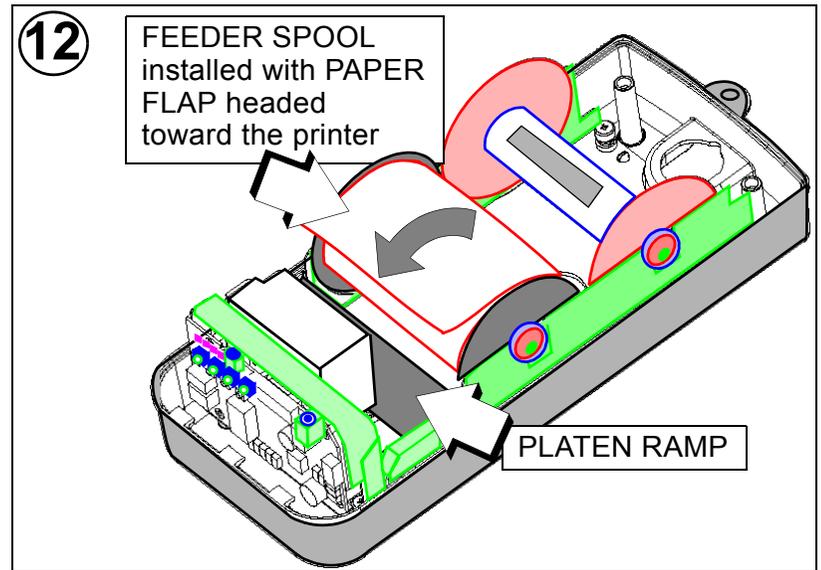
- a. Slide the paper roll over the FEEDER SPOOL spindle.



- 11.** Screw the loose ENDCAP back on to the FEEDER SPOOL spindle — JUST HAND TIGHT.



- 12.** Slide the FEEDER SPOOL back into the slots of the SPOOL CARRIAGE so that the flap of the paper is on the top and headed toward the PLATEN RAMP.

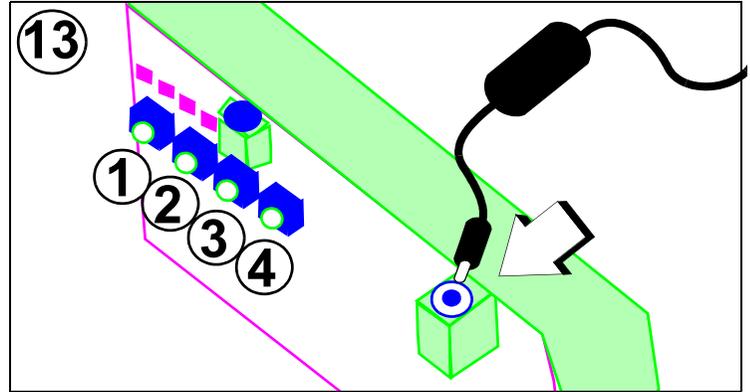


Advance the Paper into the Printer

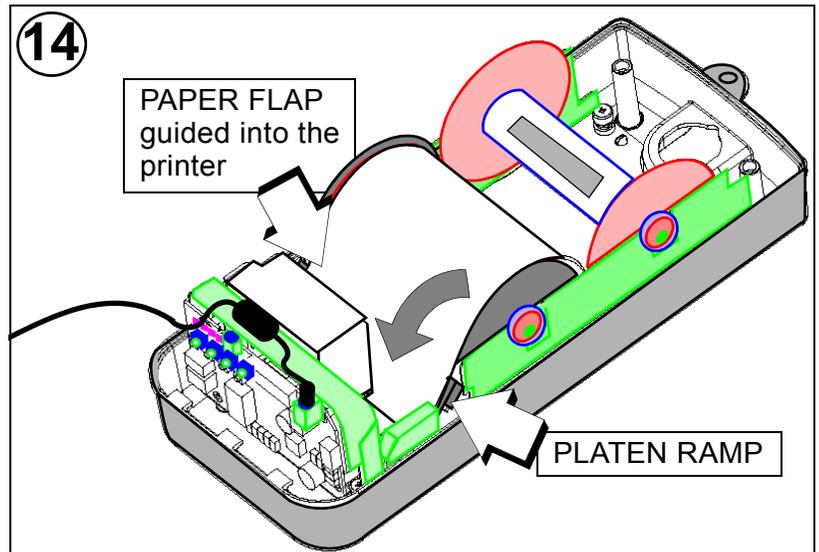
Materials

- 1 VBO power supply with power cord

- 13.** Plug in the VBO power supply:
- a. Plug the power cord into the power supply.
 - b. Plug the power cord into an electrical outlet.
 - c. Insert the power cable into the POWER CONNECTOR on the VBO unit.



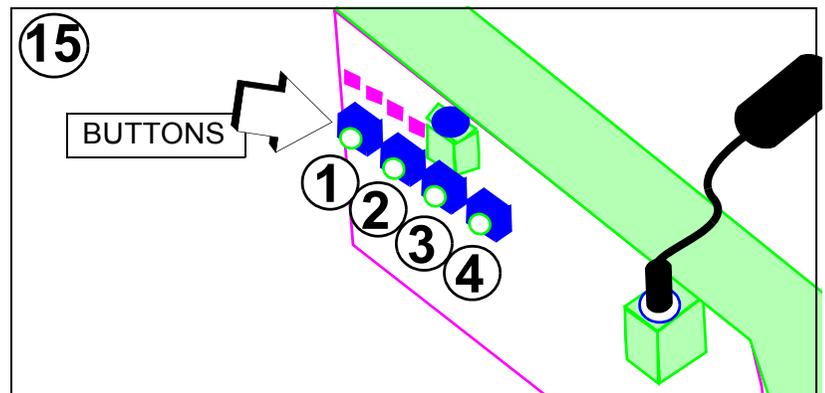
- 14.** Guide the paper flap over the PLATEN RAMP and into the printer.



- 15.** Look at Figure 15 to locate the control buttons.

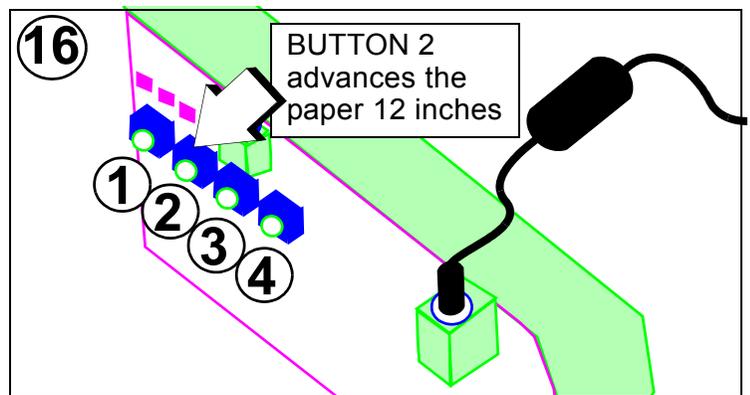
BUTTON Descriptions

- | | |
|---|-------------------------|
| ① | Momentary paper advance |
| ② | 12-inch paper advance |
| ③ | Test print |
| ④ | AC power ON |

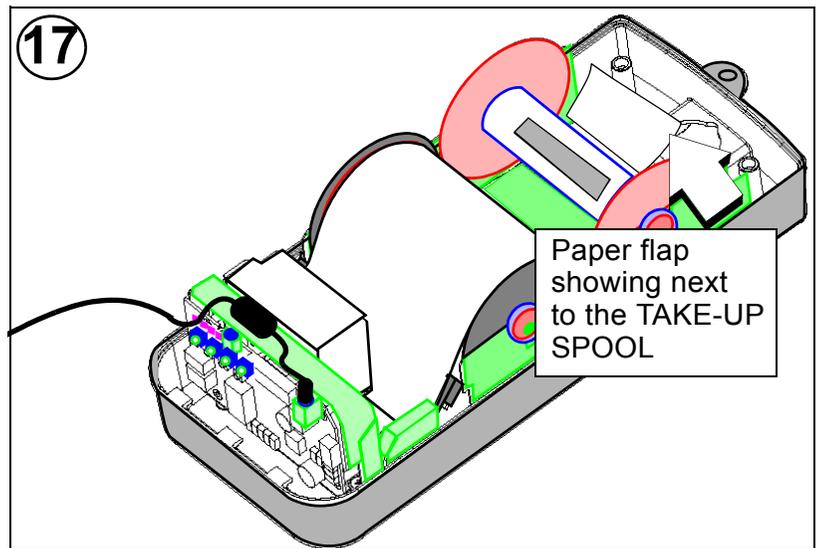


- 16.** With the fingers of one hand, gently push the paper flap into the printer while you press BUTTON 2 to advance the paper into the printer.

If you lift up the VBO unit and look at the window, you will see the paper has advanced part way through.

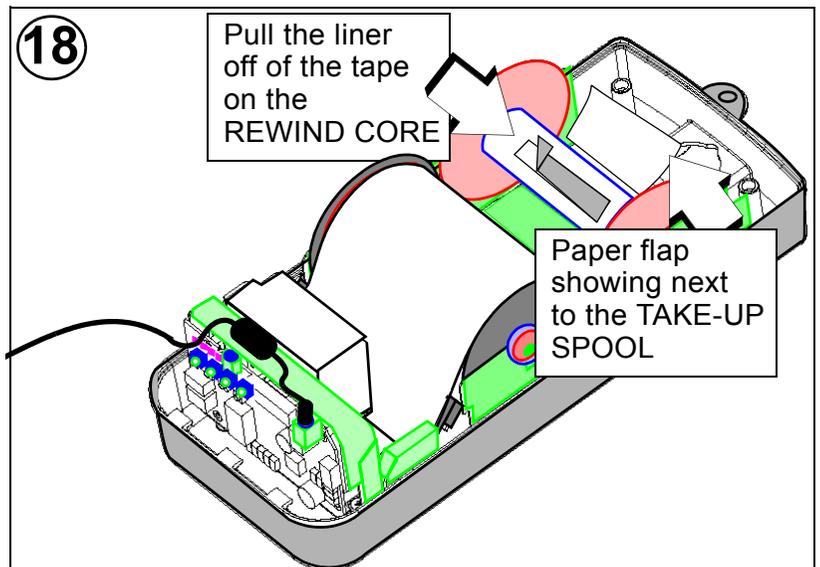


- 17.** Press and hold **BUTTON 1** to advance the paper until the flap of the paper is visible next to the **TAKE-UP SPOOL**.

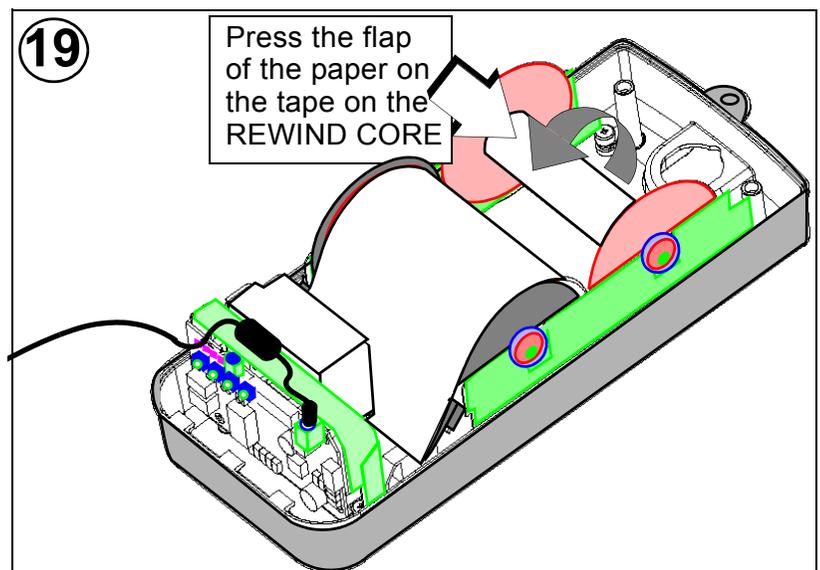


Attach the Paper Flap to the REWIND CORE

- 18.** Pull the liner off of the strip of tape on the **REWIND CORE** to reveal the adhesive on the tape:
- Discard the liner from the tape.



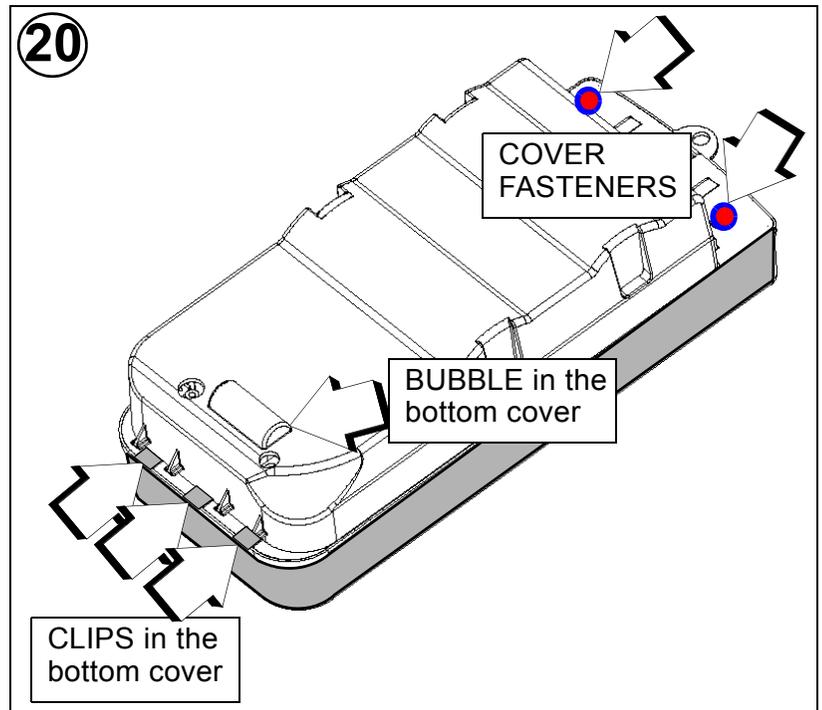
- 19.** Secure the flap of paper to the **REWIND CORE**:
- Reach for the paper flap. If you cannot reach the flap, press and hold **BUTTON 1** until the paper advances enough for you to grab the flap.
 - Pull on the paper flap to remove any slack.
 - Press the flap down straight on the adhesive piece of tape on the **REWIND CORE**.
 - Press **BUTTON 1** to advance the paper onto the **TAKE-UP SPOOL** in order to take of the slack.



Replace the Bottom Cover

20. Replace the bottom cover:

- a.** Unplug the power cable from the POWER CONNECTOR.
- b.** Be sure the red and black wires on the ENDCAP of the TAKE-UP SPOOL are tucked between the SPOOL CARRIAGE and the Top Case.
- c.** Be sure the loops of wire on the end of the VBO fit into the bubble in the bottom cover.
- d.** Slip the end of the BOTTOM COVER into the clips.
- e.** Lower the BOTTOM COVER so that it fits down flush.
- f.** Screw down the COVER FASTENERS in the BOTTOM COVER — JUST HAND TIGHT.



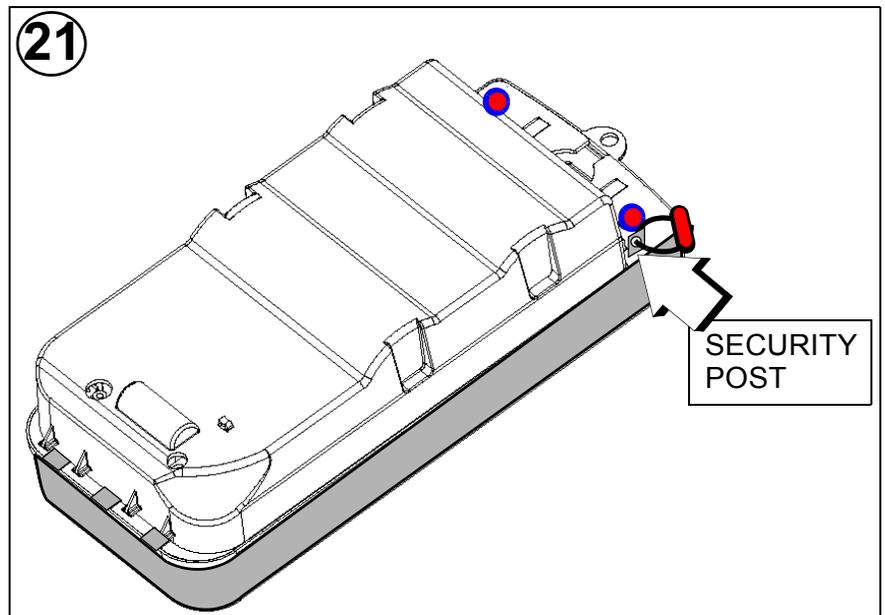
Install the Security Wire

Materials

- 1 Security wire

21. Install the security wire:

- a.** Locate the security post (near one of the COVER FASTENERS) on the VBO unit.
The security post has a hole in it for threading the security wire.
- b.** Thread the security wire through the security post.
- c.** Clamp the security wire.



REMOVE A PRINTED ROLL OF BALLOTS FROM A VBO

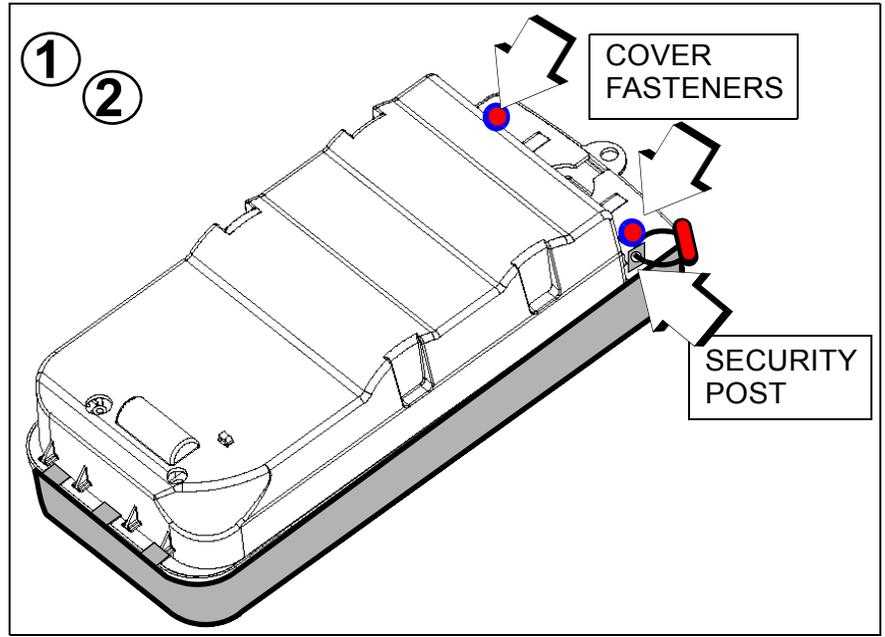
 **Wear ESD protection for this procedure.**

Materials

- 1 pair of scissors
- 1 Wire cutter

1. Cut the security wire off the VBO unit:

- Place the VBO unit on a flat surface
- Turn the VBO unit window-side down.
- Locate the security post (near one of the COVER FASTENERS).
- Use the wire cutter to cut the security wire.
- Store the security wire according to your procedures.



2. Remove the BOTTOM COVER from the VBO unit:

- Unscrew the COVER FASTENERS until the BOTTOM COVER comes loose. The COVER FASTENERS stay attached to the BOTTOM COVER.

- Lift the BOTTOM COVER off of the VBO unit and set the BOTTOM COVER aside.

3. Cut the paper just above the PLATEN RAMP:

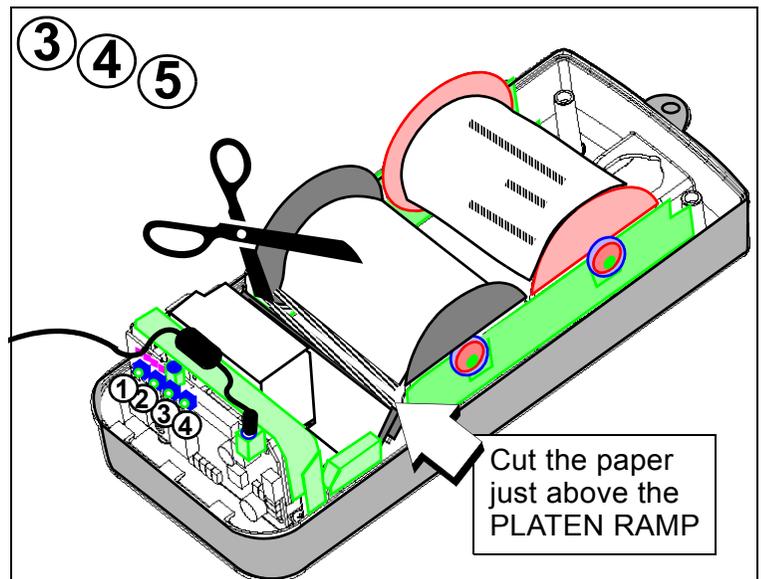
- Loosen the paper above the PLATEN RAMP.
- Use the scissors to cut the paper just above the PLATEN RAMP.

4. Plug in the VBO power supply:

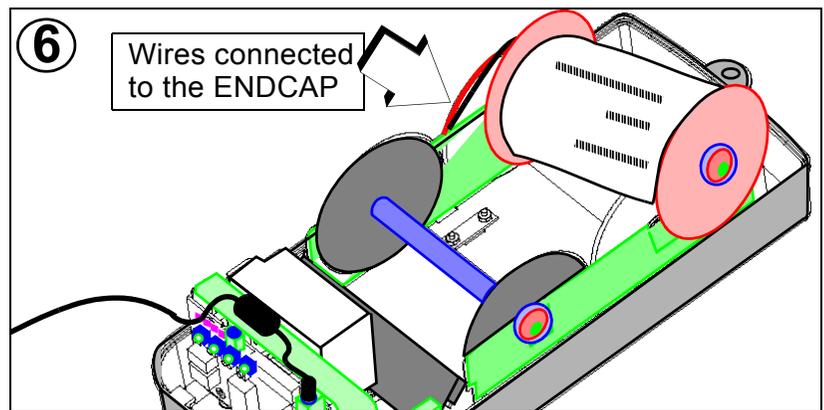
- Plug the cord into the power supply.
- Plug the power cord into an electrical outlet.
- Insert the power cable into the POWER CONNECTOR on the VBO unit.

The printer turns on and may advance the paper.

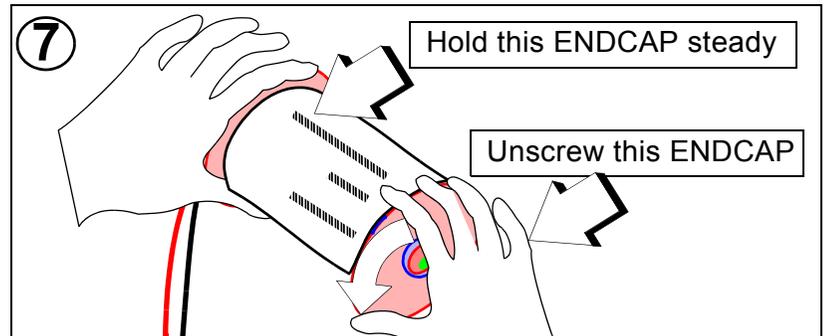
5. If necessary, press BUTTON 1 to advance the paper until the cut end shows up on the TAKE-UP SPOOL.



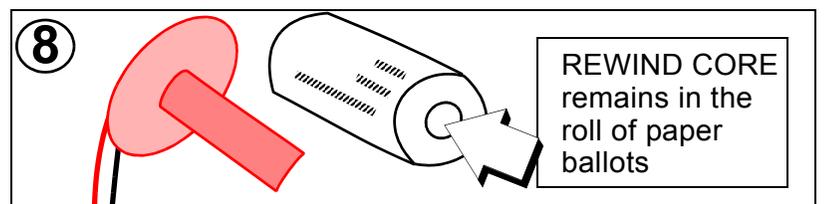
- 6.** Carefully lift the TAKE-UP SPOOL out of its slots, being careful not to pull on the red and black wires connected to the ENDCAP of the SPOOL.



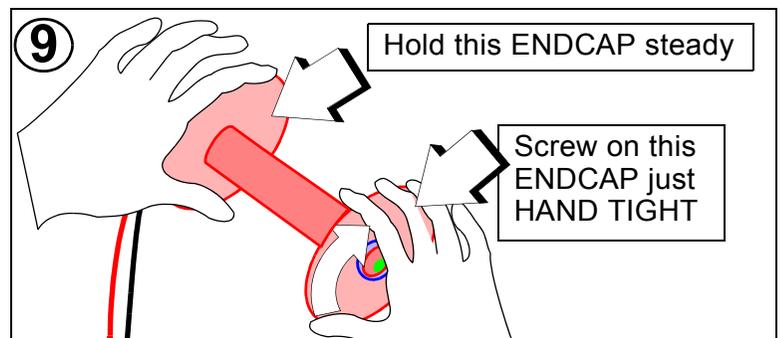
- 7.** Remove the non-wired ENDCAP from the TAKE-UP SPOOL:
- Hold steady the ENDCAP of the SPOOL that has the wires.
 - Unscrew the other ENDCAP of the TAKE-UP SPOOL until it comes off.
 - Set the ENDCAP of the TAKE-UP SPOOL aside.



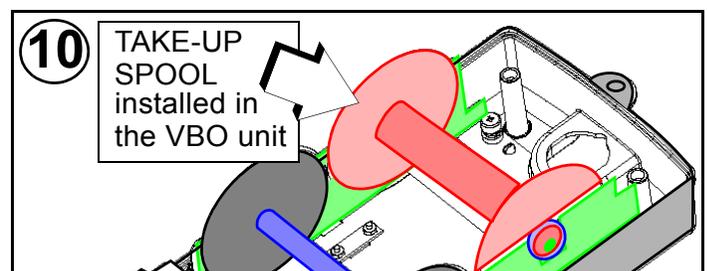
- 8.** Slip the REWIND CORE and its roll of paper off of the spindle of the TAKE-UP SPOOL:
- Label and secure the roll of printed ballots according to your procedures.



- 9.** Replace the ENDCAP on the TAKE-UP SPOOL:
- Hold steady the ENDCAP of the TAKE-UP SPOOL that has the red and black wires connected.
 - Screw the loose ENDCAP back on to the spindle — JUST HAND TIGHT.



- 10.** Slide the TAKE-UP SPOOL back into its slots in the VBO unit. If necessary, turn the TAKE-UP SPOOL to align the grooves in the ENDCAP that has the wires so that the TAKE-UP SPOOL is seated in the slots of the SPOOL CARRIAGE.



- 11.** Replace the bottom cover:
- Unplug the power cable from the POWER CONNECTOR.
 - Be sure:
 - ◆ The loops of wire on the end of the VBO fit into the bubble in the bottom cover.
 - ◆ The red and black wires on the ENDCAP of the TAKE-UP SPOOL are tucked between the SPOOL CARRIAGE and the Top Case
 - Slip the end of the BOTTOM COVER into the clips.
 - Lower the BOTTOM COVER so that it fits down flush.
 - Screw down the COVER FASTENERS in the BOTTOM COVER — JUST HAND TIGHT.

