

10 Troubleshooting

This chapter contains common troubleshooting procedures and a description of error messages. Contact a Jurisdiction Official if you have a problem that is not described in this chapter.

10.1 Clearing a Paper Jam

Follow the procedure below to clear a paper jam.



1. Open the top panel or the rear clean-out panel. Top cleanout tray can be removed by pushing in on the round tabs at the sides of the tray and lifting. Rear panel can be removed by pulling tab sideways and out.
2. Remove the ballot.
3. If ballot is not damaged, not folded in any way, and not marked, re-insert the ballot correctly.

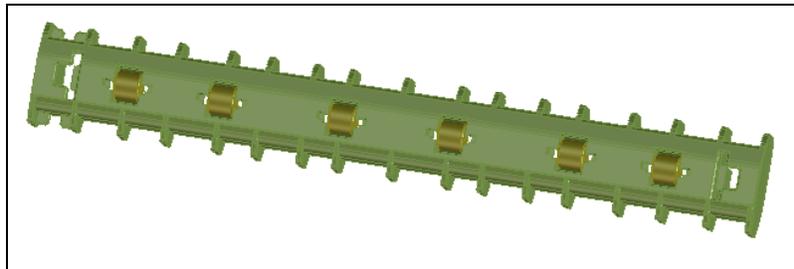
Notes

If the machine repeatedly jams, make sure the cleanout tray has the reversible roller in the proper position. The reversible roller needs to be wheels-down for 3"-17" ballots and wheels-up (into the cleanout tray) for 18"-22" ballots. Also make sure the cleanout tray is pressed down firmly so that tabs on both sides are properly fastened in the corresponding slots.

If using Optech style ballots with removable stubs, remove the stub before inserting the ballot into the VAT.

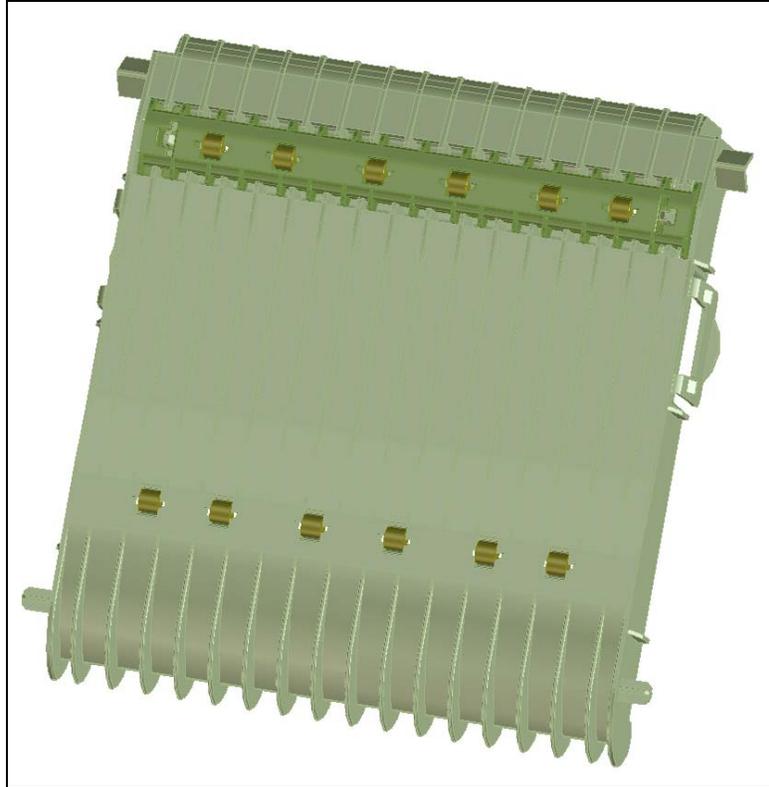
Reversible Roller Guide and Ballot Size

A Reversible Roller Guide allows the AutoMARK unit to be configured for various ballot lengths. It must be configured appropriately to prevent paper jams. The Reversible Roller Guide is located in the Top Cleanout.



Reversible Roller Guide

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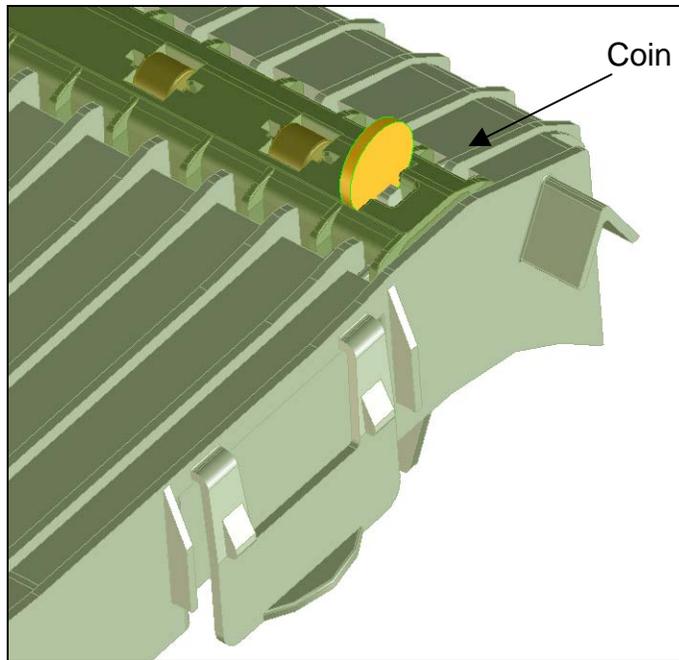


Reversible Roller Guide Installed in Top Cleanout
(Shown in standard ballot configuration)

Ballot Size	Position of Reversible Roller
Under 15 inches	Reversible roller nip active (roller wheels down)
15 inches or more	Reversible roller nip inactive (roller wheels up)

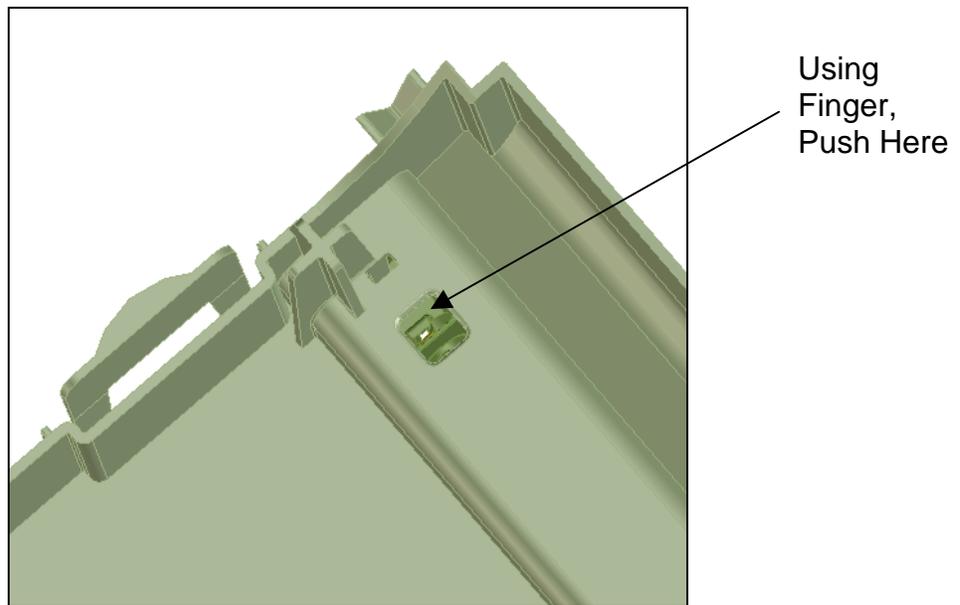
Roller Guide and Ballot Size

To accommodate long ballots (15" or more), the reversible roller guide must be flipped over so that the black plastic rollers are not exposed. To complete this operation, insert a coin into one of the slots on the Reversible Roller Guide as shown in the picture below.



Removing the Roller Guide

Locate small rectangular window on Top Cleanout opposite to where the coin is inserted. Insert finger through window and push out the Reversible Roller Guide. Repeat removal process for other end of the Reversible Roller Guide.



Reversing Roller Guide

Once the Reversible Roller Guide has been removed it may be flipped over so that the rollers are hidden for long ballots, or installed such that the rollers are exposed for short ballots.

10.2 Flash Memory Card Errors

The following procedures are used if you receive a flashcard error.

Unlocking the Flash Memory Card

You may need to unlock the flash card to set a new pin. Follow the procedure below to unlock the flash card and set a new pin.



1. Turn the key switch to the TEST position. Confirm that the *AutoMARK Main Menu* appears.
2. Select *Unlock Flash Card*.
3. Enter the correct PIN number for the compact flash memory card by pressing the white box for the unlock code and typing the numbers on the touch screen keypad that appears, then press *DONE*.
4. Press the *Unlock* button when you are done typing the correct PIN number. If the PIN number was correct and the data on the compact flash card has not been tampered with, and there are no hardware problems on this machine, then the system will respond with *Unlocked successfully*.
5. Press *DONE* then turn the key switch back to the ON position to resume use of the machine.

Changing the Flash Card

If the flash card is bad, follow the procedure below to change the flash card.



1. Turn the power off to the unit by switching the key switch to the OFF position.
2. Touch the key switch with one hand to discharge any static build-up.
3. Remove the old compact flash card if there is one in the system. You may need to unlock the access door to reach the compact flash card. A special circular key is used to unlock this access door.
4. Insert the new compact flash card into the card reader. There is only one correct orientation of the compact flash card and the system will not allow you to insert it the wrong way. Do not force the card in if there is resistance as you may damage the compact flash card reader.
5. Close and lock the access door using the circular key.
6. Turn the key switch to the ON position.

If the Flash Card is Removed When the AutoMARK is on

IF the Flash Card is removed when the AutoMARK is on, follow procedure 3.2.2 *Changing the Flash Card*.

Resetting the Machine

If you receive any of the following errors you will need to reset the AutoMARK VAT.

- You hear a “hissing” noise coming from the inside of the AutoMARK mechanism.
- The key switch fails to bring the unit into test mode.
- The system appears to lock up with no buttons available to press.
- The system repeatedly fails to recognize a correct ballot.
- The compact flash card has been removed.
- There was an error reading the compact flash card at power-up.

Follow the procedure below to reset the machine.



1. Turn the key switch to the off position.
2. Wait at least 3 seconds for the charge to die down.
3. Turn the key switch to the on position.

10.3 Calibrating the Printer

Note

This procedure is used to calibrate the machine whenever there is a significant rotation or consistent X or Y offset during normal printing operations. For manual calibration instructions, see Jurisdiction Guide.

The AutoMARK VAT implements an automatic printer calibration function that is accessible from the Test Ballot Print feature of Test Mode and may be used with any AutoMARK VAT compatible ballot that uses ovals.



8. Enter the Test Mode screen by turning the key switch to **Test**.
9. Press **Test Ballot Print**.
10. Use the touch screen to select the **Enable Calibration Suggestions** checkbox in the center top of the screen.
11. Insert a ballot compatible with the currently installed FMC. The ballot should be inserted first page up, front first for best results. Ballot should have timing marks on both sides.

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12. After printing, the system will provide feedback based on the print accuracy and will prompt the user whether or not to implement the new settings.
13. Press **yes** to accept the new settings.
14. Insert another ballot compatible with the currently installed FMC.
15. After the ballot prints, examine it for print accuracy. If additional refinement is desired, continue steps 6-8 until the accuracy is acceptable.
16. When the print accuracy is finalized, press **no** when prompted to accept the new settings.
17. Press **done**.
18. Exit Test Mode by turning the key switch.

10.4 Error Messages

Error messages are displayed on the touch screen monitor when AutoMARK VAT detects a critical condition that requires operator intervention to correct the problem before the selection process can be continued.

The international symbol  may accompany various error messages. These messages may or may not be translated into the voter's native language. For this reason, the Jurisdiction may wish to place a multi-lingual sign in the polling booth that explains that the symbol means an error has occurred and they should alert one of the election officials.

For example:



The following table contains a list of error messages that may be displayed, the probable causes and resolutions.

Error Message/Description	Probable Cause	Solution
ERROR – PAPER MISFEED	Ballot was inserted incorrectly and the AutoMARK paper feed mechanism was not able to align the ballot for scanning operations.	<ol style="list-style-type: none"> 1. Open the top panel or the rear clean out panel. 2. Remove the ballot. 3. If the ballot is not damaged, re-insert the ballot correctly.
ERROR – PAPER JAM	Paper ballot was inserted correctly, but the AutoMARK VAT tractor feed mechanism cannot move ballot into the next position.	<ol style="list-style-type: none"> 1. Open the top panel or the rear clean out panel. 2. Remove the ballot. 3. If the ballot is not damaged, re-insert the ballot correctly.

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<p>ERROR – Ballot Has Not Been Recognized</p>	<p>System is unable to read election information programmed and/or stored on the compact flash memory card (FMC).</p>	<ol style="list-style-type: none"> 1. Shutdown AutoMARK VAT. 2. Remove compact FMC. 3. Reprogram FMC with correct data. 4. Touch the key switch with one hand to discharge any static build-up 5. Insert FMC in AutoMARK VAT. 6. Startup AutoMARK VAT. <p>Note: If the FMC allows for manually ID ballot, the voter will be allowed to select a ballot format if the AutoMARK VAT does not recognize the ballot upon insertion.</p>
<p>General Error</p>	<p>Probable cause is an error in the software or a low memory condition.</p>	<ol style="list-style-type: none"> 1. Make sure that you have election judges/ pollworkers from both parties present. 2. Turn the keyswitch to the off position. 3. Press the OK button on the message box (if there is one). 4. If the system does not power off within 5 to 10 seconds, try pressing the okay button again if it is still on the screen. 5. (Note: the system may take up to 30 seconds to turn off.) After the system has powered off, turn the keyswitch ON again. 6. The system will reboot. If there is a ballot in the VAT, it will be ejected, and any voting sessions that were in progress will have to be restarted. Note that if the ballot was being marked when the error occurred, a security cover should be placed over the ballot as it comes out, the ballot should be spoiled, and the voter should be given a new blank ballot.

Area	Error message/Description	Probable Cause	Solution
Startup	Waiting for Flash Card to become available... (this may take 30 seconds or more)"	There is either no flashcard inserted or the inserted flashcard is not complying with the export format. Another cause for this in DV2.0 machines is that the system was not powered up properly and the compact flash card reader was not enumerated properly.	Try turning the system off, waiting for 15 solid seconds with the system off, and then turn the system on again. If the problem keeps repeating, then try a different compact flash card or have the machine serviced.
Startup	There are no ballots on the Flash Card and file read error is seen. Turn OFF the machine and check if a valid Flash Card is present.	The Automark VAT library was not able to import the ballots. There are no ballots available for the GUI to process.	Try a different compact flash card.
Startup	<p>AutoMARK Datafile Read Error.</p> <p>Message : <system err. Msg></p> <p>Filename: <impacted file></p> <p>Please power-off the system and replace the flash card.</p> <p>Touch the OK button after you have turned the keyswitch to the OFF position.</p>	There is either a missing data file or a data file is not formatted right.	Try turning the system off, waiting for 15 solid seconds with the system off, and then turn the system on again. If the problem keeps repeating, then try a different compact flash card or have the machine serviced.
Startup	Alert! A problem has occurred. Please notify an election official. Files have been tampered with or wrong access code!	The system detected that the flashcard data has been tampered and is not the original data that was exported. An additional cause could be that the pin code that was entered in the unlock screen was not the correct pin code for this particular set of data.	Make sure the pin code is correct. See earlier instructions for unlocking the compact flash card. If possible, get a new compact flash card or data set.
Startup (Win XP)	The ballot could not be loaded.	The system was not able to load the ballot that the user attempted to preview.	Restart the computer.

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Area	Error message/Description	Probable Cause	Solution
Scanning	File read error. <Error number>	Displayed when a file error occurred during the scanning process.	Try turning the system off, waiting for 15 solid seconds with the system off, and then turn the system on again. If the problem keeps repeating, then try a different compact flash card or have the machine serviced.
Scanning	Unknown scanner event <event code>	This message and the displayed event code should be reported to the Automark customer service team.	This message and the displayed event code should be reported to the Automark customer service team.
Flash Card	The Flash Card has been removed. Turn OFF the machine and insert a valid Flash Card.	System detected that the flash card was removed or tampered with.	Turn the key switch to the off position. (Touch the key switch with one hand to discharge any static build-up.) Replace the compact flash card, if necessary, and then turn the key switch to the ON position.

10.5 Troubleshooting Checklist

The following table consists of additional troubleshooting suggestions.

Problem	Probable Causes	Solution
Ballot selections not marked	Ink supply is low.	Replace ink cartridge.
Ballot selections marked incorrectly	Election information may be setup wrong on the compact flash memory card (FMC).	Re-program information on FMC and test.
Marked ballot cannot be read	Ballot style is unacceptable or optical cameras in scanner device are not functioning correctly.	If ballot style is unacceptable, have the voter mark an acceptable ballot style. Insert Proper ballot style.
AutoMARK will not start up without plugging it into an AC outlet.	Battery is low.	Recharge battery.
No response when screen images are touched.	Unknown	Shutdown and restart system. If problem still exists, call your service representative for service.
Audio presentation does not correspond with text displayed	Election information may be setup wrong on the compact flash memory card (FMC).	Re-program information on FMC and test.
No response when a key on the keypad is pressed	Unknown	Shutdown and restart system. If problem still exists, call your service representative for service.
No response when remote keypad or Puff-Sip device is used.	Device cable connection is not properly attached to the dual-switch access (DSA) port	Check all connections, then shutdown and restart the system if necessary.
Unable to hear audio presentation	Headphone connection is not properly inserted into the audio jack.	Check all connections, then shutdown and restart the system if necessary.

10.6 Spoiled Ballot Procedure

If you encounter an error that causes a spoiled ballot, eject the ballot to the voter and **do not** look at the voter's selections. Follow your local procedures for a spoiled ballot.

