

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.

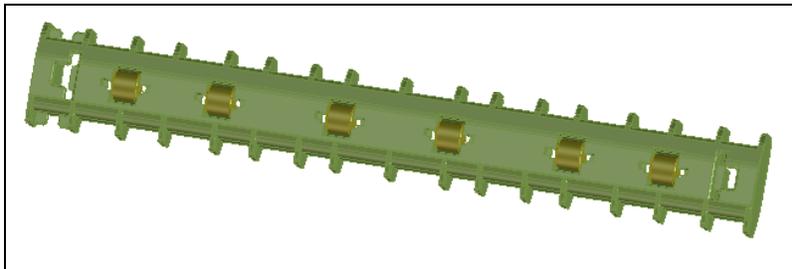
Notes

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.

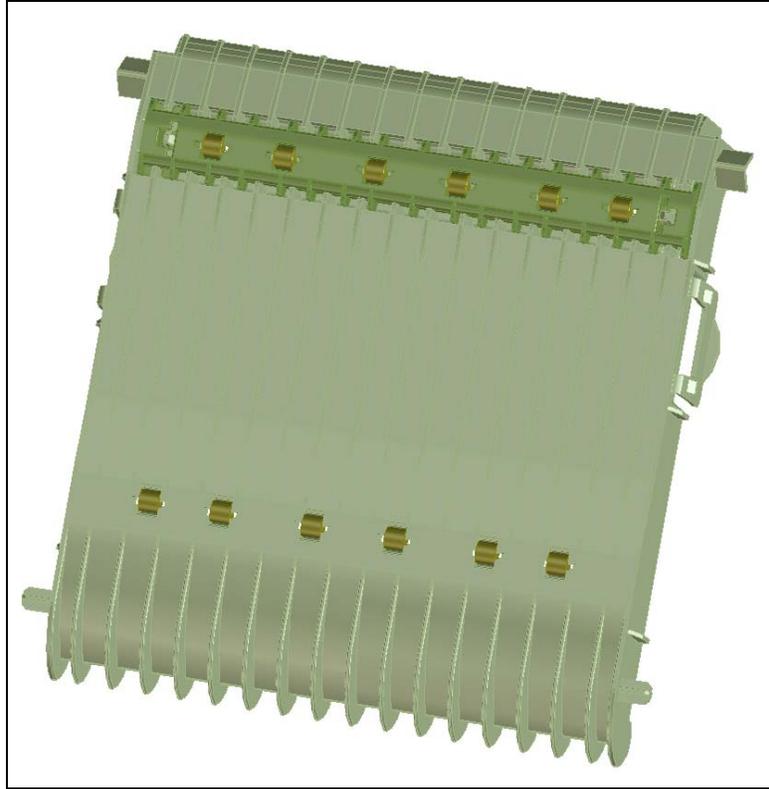
Reversible Roller Guide and Ballot Size

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

Troubleshooting

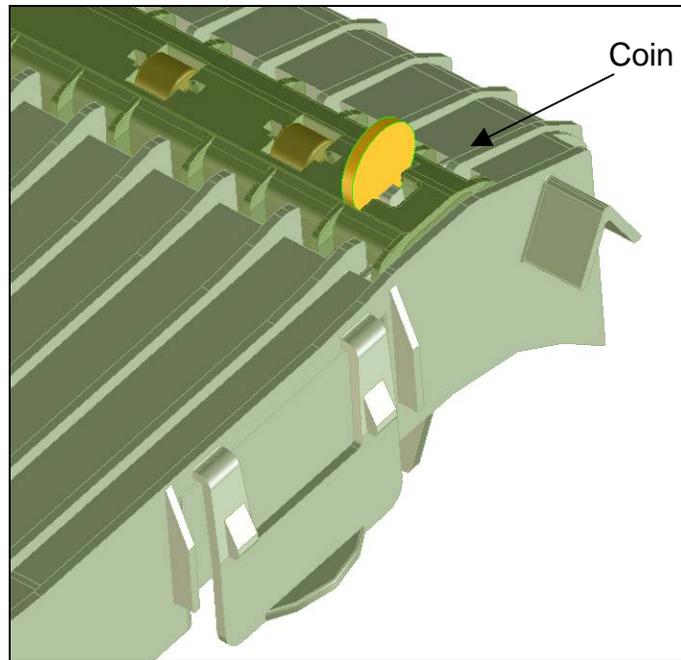


Reversible Roller Guide Installed in Top Cleanout
(Shown in standard ballot configuration)

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)

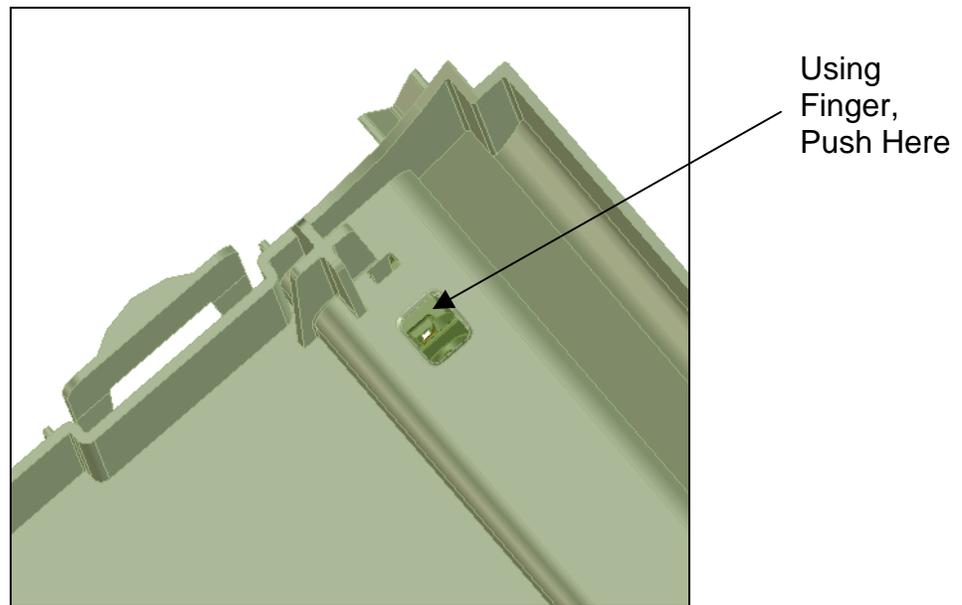
Roller Guide and Ballot Size

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.

