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**troubleshooting  
field guide**

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## Hart Support

Note: the following contact information is for use by election officials and staff only; poll workers should not be encouraged to call the Hart CSC Help Desk.

### Hart Customer Support Center (Help Desk)

**1.866.275.4278**

notes



# troubleshooting field guide



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version 2.X

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## Using the Manual Paper Tray on the Ballot Printer (Verity Touch Writer)

**! IMPORTANT:** In order for paper to feed properly from the Manual Paper Tray, you must also load a few sheets of standard sized paper in the main cassette tray.

- 1 Open the front manual feed door; flip up and extend the tray as shown.



- 2 Load 8.5"x17" or 19" ballot paper as shown.



- 3 Press the blue release button (located to the right of the paper) to raise the paper to meet the rollers. ▶



## how to use this guide

This troubleshooting guide is organized into two sections:

- ▶ **Issue directory:** a list of potential issues, with a summary of the procedures to resolve each issue, in the order they should be attempted.
- ▶ **Procedure reference:** provides detailed instructions for each resolution procedure.

The procedure for using this guide is outlined below:

- 1 Look up the problem you are having in the **issue directory**.
- 2 Each entry in the issue directory will have a set of **resolution steps**.
- 3 Follow the resolution steps in order; **check for success after each step**.
- 4 Some resolution steps will indicate a page number; If you need further details on these procedures, look up the indicated page number in the **procedure reference** for that step.

## a systematic approach to troubleshooting

- Remain calm
- Identify the issue or symptoms as reported
- Gather further information
- Think broadly
- Do not jump to conclusions
- Ask questions
- Establish a theory to explain the source of the problem
- Research resolution steps based on your theory
- Use available documentation to identify the resolution steps
- Attempt resolution
- Check for success
- Repeat

## thermal printer diagnostics report

If the user inadvertently holds down the printer feed button while powering up, the printer will enter diagnostics mode and the printer diagnostic report will print (sample report shown). Once the printer is in diagnostics mode, it cannot be used normally. If printing is attempted while in diagnostics mode, a long string of numbers will print. To reset the printer to normal operations mode, restart the device (p 32).

```
LTPD-5V series Interface
DPU-D2 [ Ver 1.10 ]
06.Jul.2011
Copyright(C):SII

Mechanism:LTPD245
58mm, 5V, 8dot/mm

* SWDIP1 *
1) Autocutter:Disable
2-3)Peripheral device:
   Disable
4) Autoloading:Disable
5) Mark sensor:
   Option sensor
6) Near end sensor:Disable
7-8)(Reserved)

* SWDIP2 *
1) Head drive:
   Dynamic div.
2-3)Division method:64[dot]
4-8)(Reserved)

* SWDIP3 *
1) Mark mode:Disable
2-6)Thermal paper:
   TF50KS-E20
7-8)(Reserved)

* SWDIP4 *
Print density:100[%]

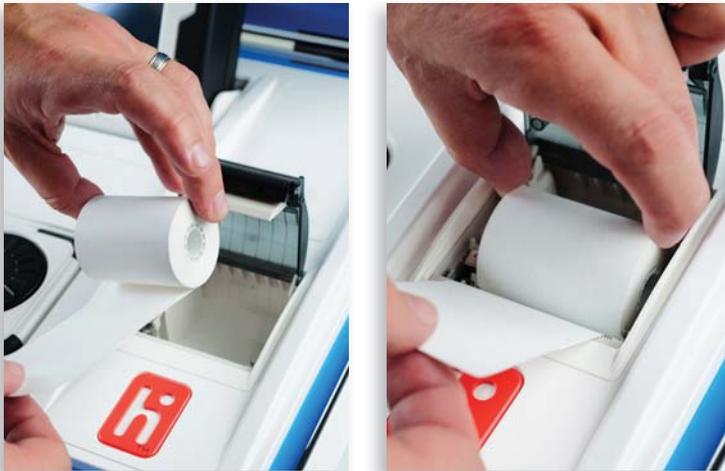
* Communication type *
Serial communication
Baud rate:115200[bps]
Parity:None
Bit length:8[bit]
Data control:Busy,Xon/Xoff

* Font information *
漢文字の使用可
外字の使用可
Down-load Font enable

* Memory information *
User area:880K[byte]
Check sum 1:0CBF
Check sum 2:5541
Check sum 3:1E65
Check sum 4:6FEB

*****
```

**3** To replace paper: Place the new paper roll into the printer as shown. Paper must roll out from the bottom. ▼



**4** Close the printer cover. The paper must extend out from underneath the front edge of the cover. The white button can be used to advance the paper. ▼



## troubleshooting issue directory

*try each step in order, until the problem is resolved*

Issue	Resolution Steps (try each step in order, until the problem is resolved)
Access code does not work ( <i>Verity Touch Writer</i> )	<ol style="list-style-type: none"> <li>1 Confirm access code was entered correctly</li> <li>2 Disable the access code (and confirm access code was not used) (p 37)</li> <li>3 Issue a new access code, if applicable</li> </ol>
Access code was printed but not used ( <i>Verity Touch Writer</i> )	<ol style="list-style-type: none"> <li>1 Disable the access code (if desired) (p 37)</li> </ol>
Access controller does not work	<ol style="list-style-type: none"> <li>1 Verify device settings (p 34)</li> <li>2 Restart device (p 32)</li> <li>3 Contact Election Office and replace device (p 24)</li> </ol>
Alert (Booth Status) ( <i>Verity Controller/Touch</i> )	<ol style="list-style-type: none"> <li>1 Look at the Verity Touch screen and follow the instructions given.</li> </ol>
Active Ballot alert	see 'There is a ballot loaded...'
Ballot incorrect (wrong ballot issued)	see <b>Spoiling Ballots</b> ( <i>Verity Touch Writer</i> )

*try each step in order, until the problem is resolved*

Issue	Resolution Steps (try each step in order, until the problem is resolved)
Ballot printer out of toner ( <i>Verity Touch Writer/Verity Print</i> )	Replace <b>starter toner cartridges</b> with another starter toner cartridge, or a standard (full-capacity cartridge). Replace <b>standard (full-capacity) cartridges</b> with another full-capacity cartridge <i>only</i> . See also the Verity Knowledge Base article <i>Ballot Printer Best Practices</i> .
<p>Ballot printer does not work (<i>Verity Touch Writer/Verity Print</i>)</p> <p><b>IMPORTANT:</b> When setting up Verity Print or Touch Writer, the ballot printer must be powered on and connected <b>BEFORE</b> powering on Verity Print or Touch Writer (otherwise, connectivity problems may result). However, when troubleshooting a printer problem, you should not restart Verity Print or Touch Writer until you have exhausted all other options.</p>	<p><b>1</b> <i>If you are using the Manual Paper Tray</i>, make sure the blue tray release button is engaged, and there are a few sheets of standard sized paper loaded in the main cassette tray. (p 44)</p> <p><b>2</b> If the Verity Print/Touch Writer reports a problem with the printer while printing a ballot, <b>do not restart the Print or Touch Writer</b>. Follow instructions <i>on the printer</i> to resolve the issue.</p> <p><b>INPUT JAM:</b> Pull out the paper tray and check for/remove jammed paper. Replace the tray.</p> <p><b>FEED JAM/EXIT JAM:</b> On the top of the printer, push the round black button on the lower left to open the top cover. Check for and remove any jammed paper. Close the top cover.</p> <p><b>FEED JAM/EXIT JAM:</b> Open rear cover on the back of the printer and check for/remove jammed paper. Close rear cover.</p> <p><i>continued on next page</i></p>

## Loading thermal printer paper

**1** The thermal printer is located on the right-hand side of the voting device. ▶



**2** To open the paper compartment: While standing in front of the device, pull the lever on the top of the printer cover towards you. ▼



## Verifying the polling place

**1** Refer to the Open Polls Report to confirm polling place name and voting type, or refer to any report header to confirm the Polling Place name.

VOTING MACHINE SURVEY  
BALLOT  
Election Date: 1/23/2014

Sample County  
Sample Polling Place  
Early Voting

Verity Scan  
S/N: 345642  
Version: 01.01.45

Ballot Counter: 0  
Lifetime Counter: 5034

**Open Polls Report**

02/07/2014 1:46 PM

Polls are Open.  
Ready to accept ballots

Official Signatures

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*try each step in order, until the problem is resolved*

Issue	Resolution Steps (try each step in order, until the problem is resolved)
Ballot printer does not work, <i>continued</i>	<p><b>3</b> If resolving the issue on the printer does not clear the error message on the voting device, restart the <i>printer</i> using the power switch on the bottom right side of the printer.</p> <p><b>4</b> If the error is cleared but still no ballot is printed, select <b>Reprint Ballot</b> on the Verity Print or Touch Writer screen (if available).</p> <p><b>5</b> Verify printer cable is plugged in to printer and Verity Print or Touch Writer; verify printer has AC power.</p> <p><b>6</b> If you are still unable to produce a printed ballot, spoil the Verity Touch Writer ballot (if possible) (p 35), restart the <i>Print/Touch Writer</i> (p 32), and issue a new ballot to the voter. Document the process using the spoiled ballot log.</p> <p>If you are still unable to print ballots, contact your Elections Office to replace the printer.</p>
Ballot stuck in scanner (ballot has been cast)	<p><b>1</b> Check/note device message(s), if any; confirm ballot has been cast</p> <p><b>2</b> Restart device (p 32). This should clear the scan path. Or, open the back compartment door and physically clear the jam.</p> <p><b>3</b> If scanner jams repeatedly, contact election office; use emergency ballot slot and/or replace device (p 24)</p>

*try each step in order, until the problem is resolved*

Issue	Resolution Steps (try each step in order, until the problem is resolved)
Ballot stuck in scanner (ballot has not been cast)	<ol style="list-style-type: none"> <li>1 Check/note device message(s), if any; confirm ballot has <i>not</i> been cast.</li> <li>2 <b>If ballot is visible:</b> open scanner cover; remove and flatten ballot; close scanner cover and re-feed ballot. <b>If ballot is not visible:</b> open the back door on ballot box and physically clear the jam. Flatten and re-feed ballot.</li> <li>4 If scanner jams repeatedly, contact election office; use emergency ballot slot and/or replace device (p 24)</li> </ol>
Ballot will not scan	<ol style="list-style-type: none"> <li>1 Check and respond to device message(s), if any</li> <li>2 Confirm ballot has not been cast</li> <li>3 Remove, flatten and re-feed ballot</li> <li>4 Clean scanner (p 39)</li> <li>5 Contact election office; use emergency ballot slot and/or replace device (p 24)</li> </ol>
Battery not present/no battery power	<ol style="list-style-type: none"> <li>1 Check battery (p 28)</li> <li>2 Restart device (p 32)</li> <li>3 Replace battery</li> <li>4 If no AC power, contact Election Office and replace device (p 24)</li> </ol>

## Cleaning the Verity Scan scanner

**1** Make certain all voters using the device have finished voting. Make sure voters have access to the emergency ballot slot.

**2** Press the *red* power button on the back of the Verity Scan to turn it off. ▶



**3** Unplug the AC power cord from the back of the Verity Scan. ▶

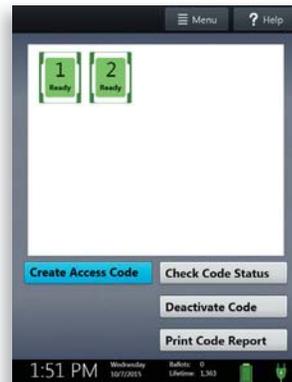


**4** Gently lift the scanner door and clean the upper and lower glass plates with a lint-free isopropyl alcohol wipe. Do not reuse the wipes after use; do not pour or spray liquids directly on the scanner. When finished, plug in AC power, press red power button, and follow on-screen prompts to resume using the device.



## deactivating an access code (Controller)

**1** On the main screen, select **Deactivate Code**. ▶



**2** Type the Access code you need to deactivate, and then select **Accept**. ▶



**3** Select **OK**. ▶



*try each step in order, until the problem is resolved*

Issue	Resolution Steps (try each step in order, until the problem is resolved)
"Battery Low" error appearing on device screen	<ol style="list-style-type: none"> <li>1 Check system battery (p 28). Replace battery with fully charged battery, if available, and restart device (p 32)</li> <li>2 Check AC power supply (p 25) and restart device (p 32)</li> </ol>
Closed polls too soon (Election Day)	<ol style="list-style-type: none"> <li>1 Verify polls are closed</li> <li>2 Contact Election Office and replace device (p 24)</li> </ol>
Device has incorrect polling place/precinct	<ol style="list-style-type: none"> <li>1 Verify polling place from any device report</li> <li>2 Contact Election Office and replace device (p 24)</li> </ol>
Device is hot or smells hot	see <b>Battery not present/no battery power</b>
Device screen is dark	see <b>Device will not turn on</b>
Device turns off/ loses power (was on previously)	<ol style="list-style-type: none"> <li>1 Check power supply (p 25)</li> <li>2 Check battery (p 28)</li> <li>3 Restart device (p 32)</li> <li>4 Contact Election Office and replace device (p 24)</li> </ol>

*try each step in order, until the problem is resolved*

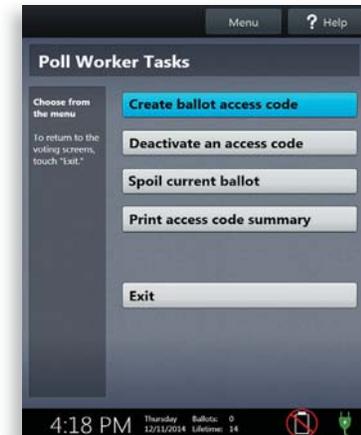
Issue	Resolution Steps (try each step in order, until the problem is resolved)
Device will not turn on	<ol style="list-style-type: none"> <li>1 Check tablet connection/docking (p 27)</li> <li>2 Check power supply (p 25)</li> <li>3 Check battery (p 28)</li> <li>4 If power on report is available, verify firmware version (p 31)</li> <li>5 Restart device (p 32)</li> <li>6 Contact Election Office and replace device (p 24)</li> </ol>
Forgot to print reports before closing/suspending polls and powering off	see <b>Printing reports after powering down</b>
Headphones do not work/no sound	<ol style="list-style-type: none"> <li>1 Check headphones (p 33)</li> <li>2 Verify device settings (p 34)</li> <li>3 Restart device (p 32)</li> <li>4 Contact Election Office and replace device (p 24)</li> </ol>
Help Needed (Booth Status) (Verity Controller/Touch)	1 The voter at the Verity Touch booth has requested poll worker assistance.
Language chosen incorrectly	see <b>Wrong language selected - Verity Touch Writer</b>

### Disabling an access code (Verity Touch Writer)

**1** Push the *blue* poll worker button at the back of the Verity Touch Writer.

**2** Enter the Poll Worker Code.

**3** Select **Deactivate an access code.** ▶



**4** Check the Access Code status and follow local procedure to determine if a new code should be issued:

- **Assigned and Open:** access code can be deactivated and a new access code may be issued following local procedures.
- **Expired:** access code can no longer be used, but a new access code may be issued following local procedures.
- **Assigned and Cast:** access code was used to cast a ballot; a new access code should not be issued.

**spoiling a ballot** (*Verity Touch*)*(if ballot has not yet been cast)*

**1** Press the **blue** poll worker button on the back of the Verity Touch. ▶



**2** Select Spoil ballot. ▶



**3** Enter the Poll Worker Code and select **Accept**.

**4** Select **Yes, spoil the ballot**.

**5** Select **OK**. Follow local procedure for filling out and filing spoiled ballot paperwork.

**try each step in order, until the problem is resolved**

Issue	Resolution Steps (try each step in order, until the problem is resolved)
No AC power (AC power indicator on device screen is red/crossed out)	<ol style="list-style-type: none"> <li>1 Check power supply (p 25)</li> <li>2 Restart device (p 32)</li> <li>3 Contact Election Office and replace device (p 24)</li> </ol>
No battery power (Battery power indicator on device screen is red/crossed out)	see <b>Battery not present/no battery power; Battery Low error</b>
No Controller found ( <i>Verity Touch</i> )	<ol style="list-style-type: none"> <li>1 Check booth connections between the Touch and Controller (p 29)</li> <li>2 Restart the Verity Touch device (p 32)</li> <li>3 Restart the Verity Controller device (p 32)</li> <li>4 Contact election office and replace device (p 24)</li> </ol>
No thermal printer paper/replacing thermal printer paper	<ol style="list-style-type: none"> <li>1 Load thermal printer paper (p 41)</li> </ol>
No vDrive Found	<ol style="list-style-type: none"> <li>1 Contact Election Office and replace device (p 24)</li> </ol>

*try each step in order, until the problem is resolved*

Issue	Resolution Steps (try each step in order, until the problem is resolved)
Not Connected (Booth Status) (Verity Controller/ Touch)	<ol style="list-style-type: none"> <li>1 The Touch device is not connected to Verity Controller; look at the Verity Touch screen and follow the instructions given.</li> <li>2 Check tablet connection/docking on Verity Touch (p 27)</li> <li>3 Check booth connections between the Touch and Controller (p 29)</li> <li>4 Restart Verity Touch (p 32)</li> <li>5 Restart Verity Controller (p 32)</li> <li>6 Contact election office and replace device (p 24)</li> </ol>
Overheating device	see <b>Battery not present/no battery power</b>
Password does not work	<ol style="list-style-type: none"> <li>1 Confirm correct password and re-enter</li> <li>2 Call Election Office</li> <li>3 Retry with correct password</li> </ol>
Polling place (incorrect on device)	see <b>Device has incorrect polling place/precinct</b>
Power loss	<p>see:</p> <ul style="list-style-type: none"> <li>• Device turns off/loses power (was on previously)</li> <li>• Device will not turn on</li> <li>• No AC power</li> </ul>

## spoiling a ballot (Verity Touch Writer)

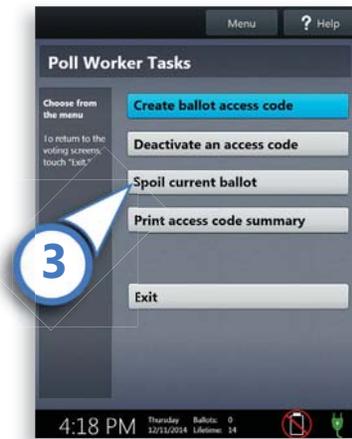
(if ballot has not yet been printed)

**1** Press the **blue** poll worker button on the back of the Verity Touch Writer. ►



**2** Enter the Poll Worker Code and select **Accept**.

**3** Select **Spoil current ballot**. ►

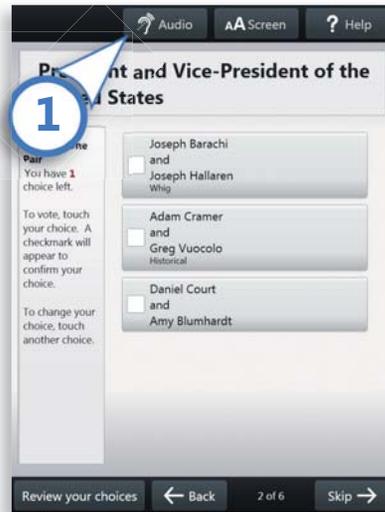


**4** Select **Yes, spoil the ballot**.

**5** Select **OK**. Follow local procedure for filling out and filing spoiled ballot paperwork.

## Verifying device audio settings

**1** On the Verity Touch Writer, select **Audio**.



**2** Verify the device audio settings. Select **Volume** to check the volume settings.



*try each step in order, until the problem is resolved*

Issue	Resolution Steps (try each step in order, until the problem is resolved)
Precinct (incorrect on ballot)	see <b>Spoiling ballots (Verity Touch Writer)</b>
Precincts (incorrect on device)	see <b>Device has incorrect polling place/precinct</b>
Printer not working (ballot printer) (Verity Touch Writer/Verity Print)	see: <b>Ballot printer does not work (Verity Touch Writer)</b>
Printer not working (device thermal printer)	see: <b>Thermal printer does not work</b>
Printing reports after powering down	<b>1</b> Press red power button on back of device to turn it back on and print reports needed
'Robustness session maybe is in progress'	<b>1</b> When attempting to suspend or close polls, this message indicates that one or more connected Touch tablets are un-docked; verify that all Touch tablets are re-docked to their base stations, and that all open ballots are cast (if voter is present) or spoiled. <b>2</b> Select <b>Yes, suspend/close polls</b> .

*try each step in order, until the problem is resolved*

Issue	Resolution Steps (try each step in order, until the problem is resolved)
Scanner problems	<p>see:</p> <ul style="list-style-type: none"> <li>• Ballot stuck in scanner (ballot has been cast)</li> <li>• Ballot stuck in scanner (ballot has not been cast)</li> <li>• Ballot will not scan</li> </ul>
Spoiling ballots (ballot not yet cast/printed)	<ol style="list-style-type: none"> <li>1 Spoil ballot (p 35, p 36)</li> <li>2 Issue new access code, if applicable</li> </ol>

## Checking headphones

**1** Check that the headphones are connected to the proper (left) port on the Verity Access, and that the connection is secure. ▼



## Restarting a device

**1** Make certain all voters using the device have finished voting. If restarting Scan, make sure voters have access to the emergency ballot slot.

**2** Press the *red* power button on the back of the device until the device shuts down. ▶



**3** Wait 15-30 seconds.

**! IMPORTANT:** If restarting Verity Touch Writer, make sure the Ballot Printer is powered on **BEFORE** powering on Verity Touch Writer.

**4** Press the *red* power button on the back of the device again to turn the device on. ▶



**5** Follow the prompts on the device screen.

*try each step in order, until the problem is resolved*

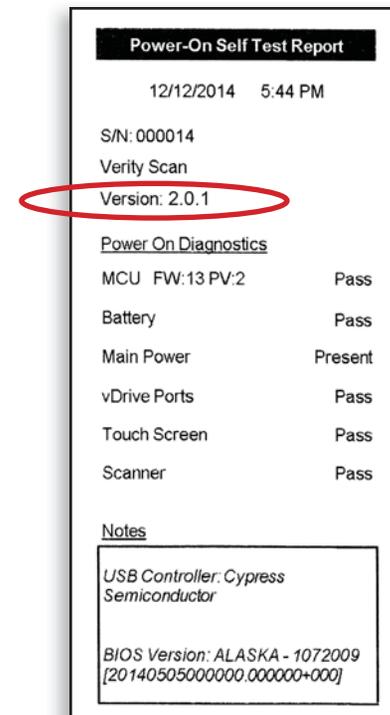
Issue	Resolution Steps (try each step in order, until the problem is resolved)
<p>Stranded Ballot (<i>Verity Touch</i>)</p> <p><b>NOTE:</b> <i>A stranded ballot can only be transferred from Verity Touch to the same Verity Controller where it was issued. If you are unable to transfer a stranded ballot to the original Controller, you must create a recovery vDrive for each Touch device that contains a stranded ballot (see the Verity Support Procedures Guide).</i></p>	<p>A Stranded Ballot occurs when a ballot is cast on Verity Touch, and that Touch device is not able to connect to the Verity Controller (either due to a connection issue, or if the Verity Controller was replaced while the Touch device was disconnected).</p> <p><b>Checking for a connection issue (Verity Controller was not replaced)</b></p> <ol style="list-style-type: none"> <li>1 Check tablet connection/docking (p 27). Wait while the Touch reestablishes connection to the Verity Controller (this may take a moment). The Touch device should return to the Enter Access Code (or Select Language) screen.</li> <li>2 Check booth connections between the Touch and Controller (p 29).</li> <li>3 Restart the Touch device (p 32).</li> <li>4 Contact election office and replace Touch device (p 24). Create a recovery vDrive for the Touch device being replaced.</li> </ol> <p><i>continued on next page</i></p>

*try each step in order, until the problem is resolved*

Issue	Resolution Steps (try each step in order, until the problem is resolved)
<p>Stranded Ballot, <i>continued</i></p> <p><b>NOTE:</b> <i>A stranded ballot can only be transferred from Verity Touch to the same Verity Controller where it was issued. If you are unable to transfer a stranded ballot to the original Controller, you must create a recovery vDrive for each Touch device that contains a stranded ballot (see the Verity Support Procedures Guide).</i></p>	<p><b>Overriding the Stranded Ballot message (Verity Controller was replaced)</b></p> <ol style="list-style-type: none"> <li>1 Select <b>Override this message</b> if you would like to continue to use the Touch device with the new Controller. Enter the Administrator passcode and select <b>Accept</b>.</li> <li>2 If the Verity Touch displays the No Controller Found message, check tablet connection/docking (p 27).</li> <li>3 If the Verity Touch still displays the No Controller Found message, check booth connections between the Touch and Controller (p 29).</li> <li>4 If the Verity Touch still displays the No Controller Found message, restart the Touch device (p 32).</li> <li>5 If the Touch device still displays the No Controller Found message, contact election office and replace Touch device (p 24). Create a recovery vDrive for the Touch device being replaced.</li> </ol>
<p>Suspended polls too soon (Early Voting)</p>	<ol style="list-style-type: none"> <li>1 If dictated by local procedures, restart device (p 32) and reopen polls.</li> </ol>

## Checking software version

- 1 Check with the central election office for the correct software version.
- 2 On the Power-On Self Test report, check that the software version matches the correct version for your jurisdiction. A sample report is shown below, for reference only; the version number will vary and should match the expected version number for your jurisdiction.



**4** Open the battery door on the back of the tablet and check that the battery is present. ▶



**5** Check that the battery is connected properly. The tab on the connector coming from the battery must snap over the tab on the wire coming from the tablet. ▶



**6** Check the battery charge by pressing on the test button on the bottom left of the front of the battery. ▼



**! IMPORTANT:** When reconnecting the tablet, don't forget to lock the tablet back in place.

*try each step in order, until the problem is resolved*

Issue	Resolution Steps (try each step in order, until the problem is resolved)
System Alert	<ol style="list-style-type: none"> <li>1 Follow the instructions on the device screen.</li> <li>2 Contact the election office.</li> </ol>
System Test Fail	<ol style="list-style-type: none"> <li>1 Restart device (in rare instances this may need to be done more than once) (p 32)</li> <li>2 Contact Election Office and replace device (p 24)</li> </ol>
'There is a ballot loaded on one of the Touch devices...'	<ol style="list-style-type: none"> <li>1 When attempting to suspend/close polls, this message occurs when one or more connected Touch devices have an open ballot. Verify that all ballots are cast (if voter is present) or spoiled before attempting to suspend/close polls.</li> </ol>
Thermal printer does not work	<ol style="list-style-type: none"> <li>1 Check/make note of any device message(s)</li> <li>2 Load/reload thermal paper (p 41)</li> <li>3 Restart device (p 32)</li> <li>4 Contact Election Office and replace device (p 24)</li> </ol> <p><b>Note:</b> if printer is printing a long string of numbers, see Thermal printer has entered diagnostic mode.</p>

*try each step in order, until the problem is resolved*

Issue	Resolution Steps (try each step in order, until the problem is resolved)
Thermal printer has entered diagnostics mode	<p>If the user inadvertently holds down the printer feed button while powering up, the printer will enter diagnostics mode and the printer cannot be used normally. If printing is attempted while in diagnostics mode, a long string of numbers will print. See <a href="#">p 43</a> for an example of this report.</p> <p><b>1</b> To reset the printer to normal operations mode, restart the device (<a href="#">p 32</a>)</p>
Unassigned booths (Verity Controller)	<p><b>1</b> Look at each Verity Touch screen. If a booth is not assigned, select an available number on the screen.</p>

## checking booth connections (Verity Controller/Touch)

**1** Check booth connections at the back of each Verity Controller and Verity Touch.



- Each Verity Touch must be connected to at least one other Verity Touch or Verity Controller.
- At least one Verity Touch in each chain must be connected to Verity Controller.

**2** Check the booth cables themselves for damage/fraying. Replace if necessary.

**3** Once physical connection is reestablished, it may take a few moments before the connected devices are ready to use; be patient.

## Checking the system battery

**1** Make certain all voters using the device have finished voting. If restarting Scan, make sure voters have access to the emergency ballot slot.

**2** Press the *red* power button on the back of the device until the device shuts down. ▶



**3** Unlock the device tablet (A) and remove it from its cradle (B). ▼



*try each step in order, until the problem is resolved*

Issue	Resolution Steps (try each step in order, until the problem is resolved)
Unreported Session ( <i>Verity Touch</i> )	<p>An unreported session occurs when a ballot is spoiled on Verity Touch, and that Touch device is not able to connect to the Verity Controller (either due to a connection issue, or if the Verity Controller was replaced while the Touch device was disconnected).</p> <p><b>NOTE:</b> <i>If you are unable to resolve an unreported session, the Access Code reports on your Verity Controller(s) will not reflect this spoiled ballot.</i></p> <p><b>Checking for a connection issue (Verity Controller was not replaced)</b></p> <ol style="list-style-type: none"> <li><b>1</b> Check tablet connection/docking (p 153). Wait while the Touch reestablishes connection to the Verity Controller (this may take a moment). The Touch device should return to the Enter Access Code (or Select Language) screen.</li> <li><b>2</b> Check booth connections between the Touch and Controller (p 29).</li> <li><b>3</b> Restart the Touch device (p 32).</li> <li><b>4</b> Contact election office and replace Touch device (p 24).</li> </ol> <p><i>continued on next page</i></p>

Issue	Resolution Steps (try each step in order, until the problem is resolved)
Unreported Session, <i>continued</i>	<p><b>Overriding the Unreported Session message (Verity Controller was replaced)</b></p> <p><b>NOTE:</b> <i>If you are unable to resolve an unreported session, the Access Code reports on your Verity Controller(s) will not reflect this spoiled ballot.</i></p> <ol style="list-style-type: none"> <li><b>1</b> Select <b>Override this message</b> if you would like to continue to use the Touch device with the new Controller. Enter the Administrator passcode and select <b>Accept</b>.</li> <li><b>2</b> If the Verity Touch displays the No Controller Found message, check tablet connection/docking (p 27).</li> <li><b>3</b> If the Verity Touch still displays the No Controller Found message, check booth connections between the Touch and Controller (p 29).</li> <li><b>4</b> If the Verity Touch still displays the No Controller Found message, restart the Touch device (p 32).</li> <li><b>5</b> If the Touch device still displays the No Controller Found message, contact election office and replace Touch device (p 24).</li> </ol>

## Checking tablet connections/docking

**1** Check to see if the tablet docking light is green, indicating the tablet is seated. ▶



**2** Check that the tablet is firmly seated in its cradle, and the metal lid brace is fully extended and locked. ▶



**3** Check that the tablet lock is engaged (locked). ▶



**4** Confirm the power cord/power strip/extension cord is plugged into a working, 3-prong wall outlet.



**5** After checking connections, press the *red* power button on the back of the device to turn on the device. ▼



Issue	Resolution Steps (try each step in order, until the problem is resolved)
vDrive error message (Invalid vDrive, corrupt vDrive)	<b>1</b> Contact Election Office and replace device (p 24)
vDrive lost/missing	<b>1</b> Contact election office and replace device (p 24)
Wrong ballot/ ballot style/ precinct chosen - Verity Touch Writer (ballot not yet printed)	see <b>Spoiling Ballots (Verity Touch Writer)</b>
Wrong base station ( <i>Verity Touch</i> )	<b>1</b> This message will display if a Verity Touch tablet is reconnected to the wrong base station (booth). Remove the Verity Touch tablet and reconnect/redock the tablet with the correct base station/booth.
Wrong language selected - Verity Touch Writer (ballot not yet printed)	<b>1</b> Select the language button in the top left of the Verity Touch Writer screen. <b>2</b> Choose the correct language.

## replacing voting devices

- ▶ Spare devices should be predefined for the correct polling place before they are deployed.
- ▶ Record replaced device serial number on an Out of Service Equipment tag and affix tag. Log a full description of the problem on the Equipment Chain of Custody form, if sending for repair.
- ▶ Follow local procedures governing the transfer of any Cast Vote Records held on replaced devices to the central counting station.
- ▶ If an piece of equipment is deemed to require service, and you believe it must be sent to Hart for repair, see instructions for creating an Return Materials Authorization in the *Verity Support Procedures Guide*.

## troubleshooting procedure reference

### Checking power supply

- 1** Confirm the AC power cord is plugged in to the back of the device. ▶



- 2** Confirm the power cord and power brick are plugged in securely. ▶



- 3** If you are using a power strip (or UPC), confirm the plug coming from the power brick is plugged into the strip, and make sure the power strip is turned on.