



Scanning Unit Step-by-Step Troubleshooting Guide

DRAFT 11/9/15 wc 05/11/18

Clearing a Ballot Jam on OSU – Ballot Counted.....	9 – 14
Clearing a Ballot Jam on OSU – Ballot Not Counted.....	15 – 20

This guide provides election judges with step-by-step instructions for resolving issues with the Scanning Unit.

For additional procedures and trouble-shooting solutions, please refer to the Election Judges' Manual.

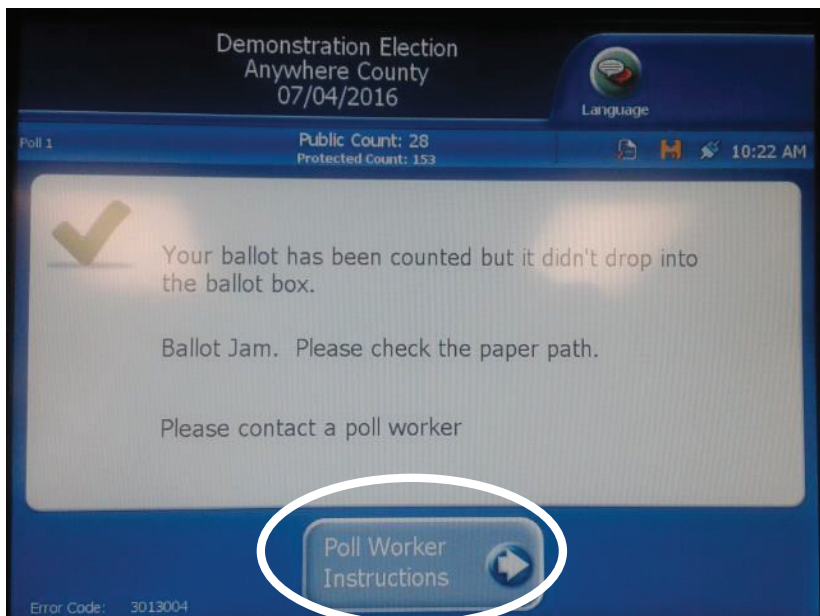
wc 05/11/2018 - Pages 2 thru 8 removed

Clearing a Ballot Jam – Ballot Counted

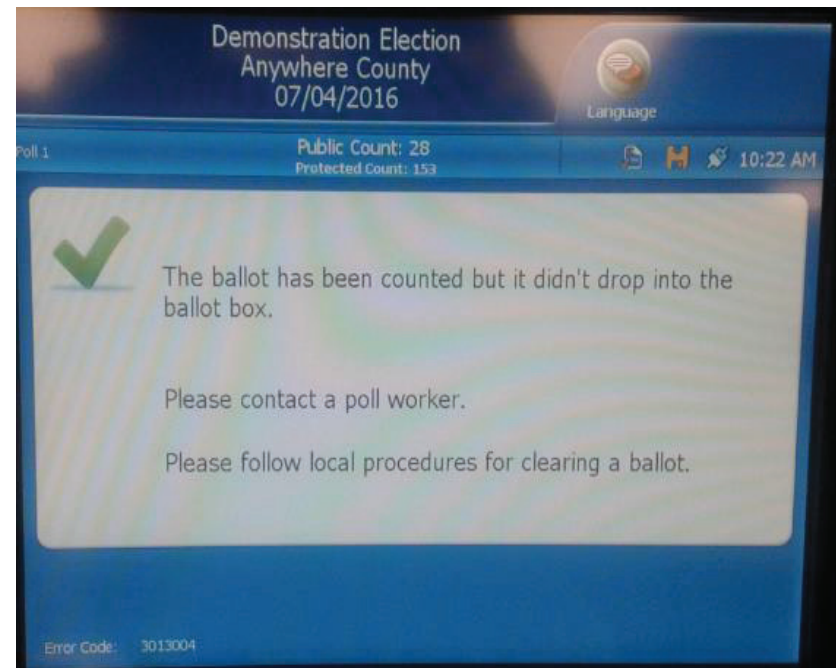
If the Scanning Unit has a ballot jam, follow the instructions for contacting your local board field technician, rover, etc. for an equipment problem.

NOTE: These procedures should be performed by a bipartisan team of chief judges and in the presence of the affected voter if possible.

- 1 If a ballot or Ballot Activation Card jams inside the Scanning Unit with the Ballot being counted, the touchscreen on the Ballot Scanner will display the following message. Touch “Poll Worker Instructions.”

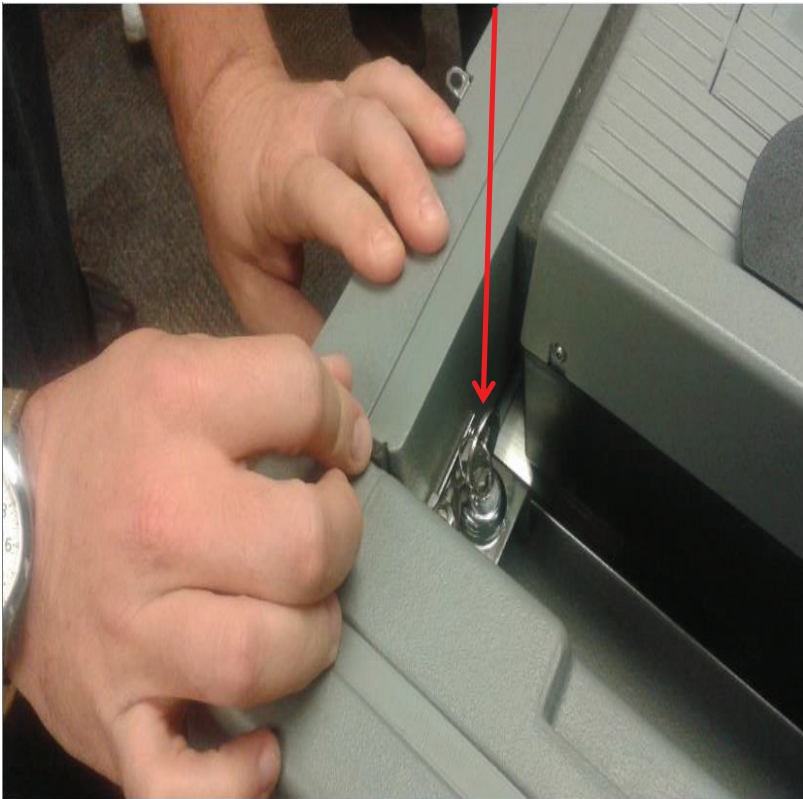


- 2 When the “Poll Worker Instructions” button is touched the following message will appear.



Clearing a Ballot Jam – Ballot Counted

- 3** Use a flat Scanning Unit key to open the padded holding bar in front of the Scanning Unit. The locking mechanism is located at the front right in the recessed area next to ballot scanner.

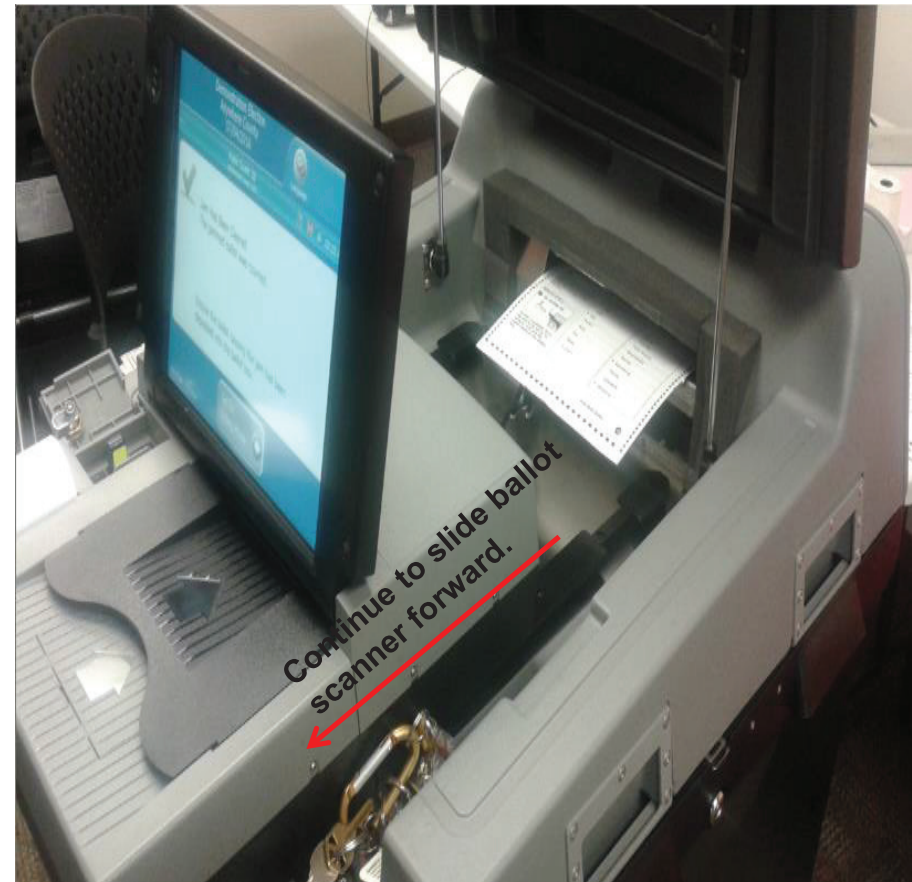
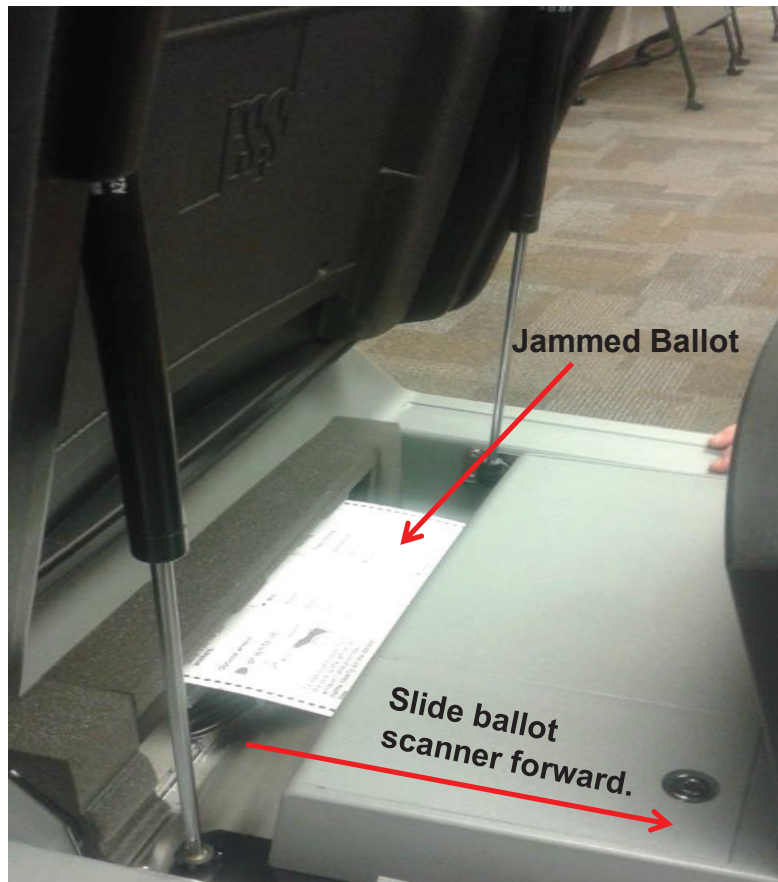


- 4** Pull down the padded holding bar in front of ballot scanner.



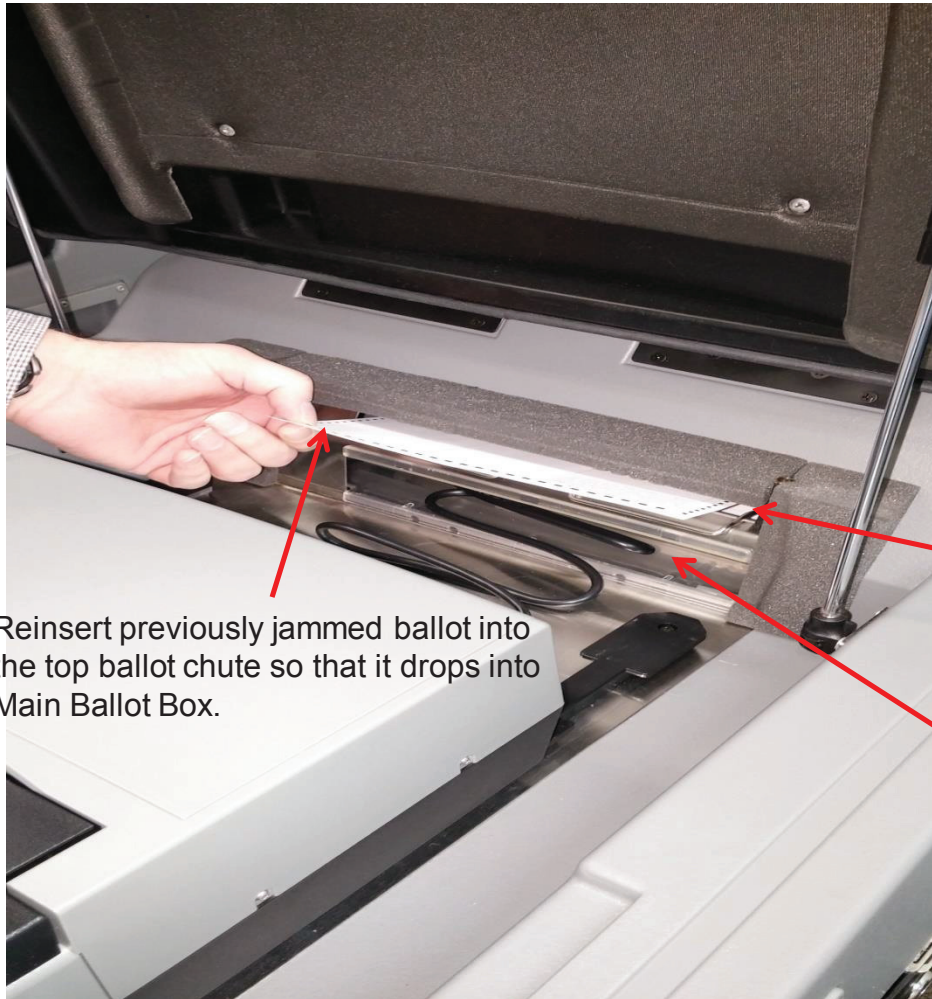
Clearing a Ballot Jam – Ballot Counted

- 5** Carefully slide ballot scanner forward to reveal ballot jam. Continue to slide ballot scanner forward allowing enough space (approximately 10 inches) for an election judge to remove jammed ballot from insertion point at back of ballot box. **DO NOT SLIDE BALLOT SCANNER COMPLETELY OFF BALLOT BOX!**



Clearing a Ballot Jam – Ballot Counted

6



Reinsert previously jammed ballot into the top ballot chute so that it drops into Main Ballot Box.

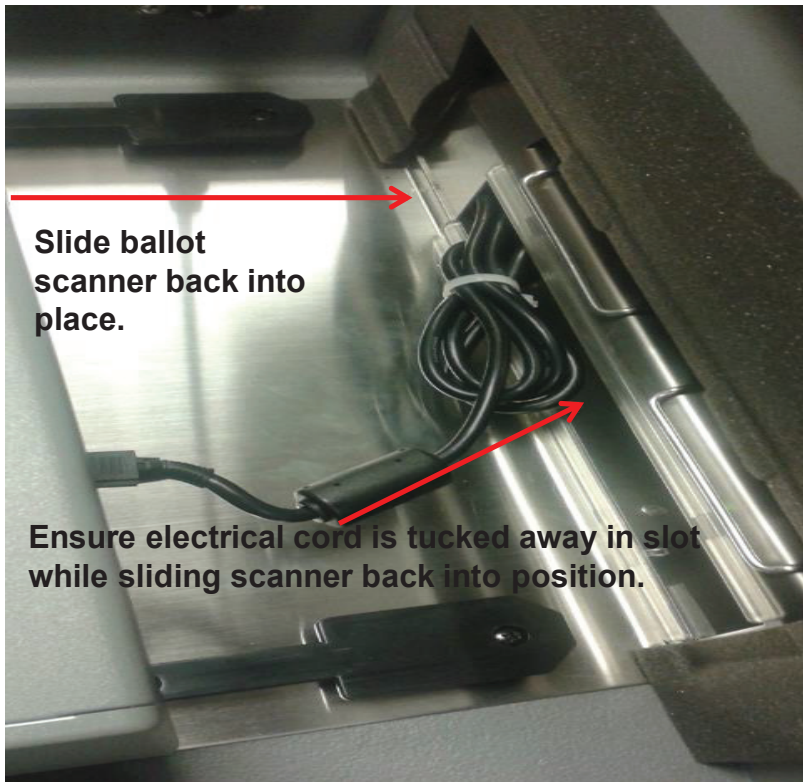
Carefully remove jammed ballot from the ballot chute above the electrical cord compartment slot. Reinsert the ballot into the chute so that it drops into the Main Ballot Box.

Ballot chute where scanned ballots are fed from the Ballot Scanner to the Main Ballot Box.

Ballot scanner, electrical cord compartment slot

Clearing a Ballot Jam – Ballot Counted

- 7** After the jammed ballot has been cleared and dropped into Main Ballot Box, slide ballot scanner back into place being careful to ensure that the electrical cord is tucked away in its slot.

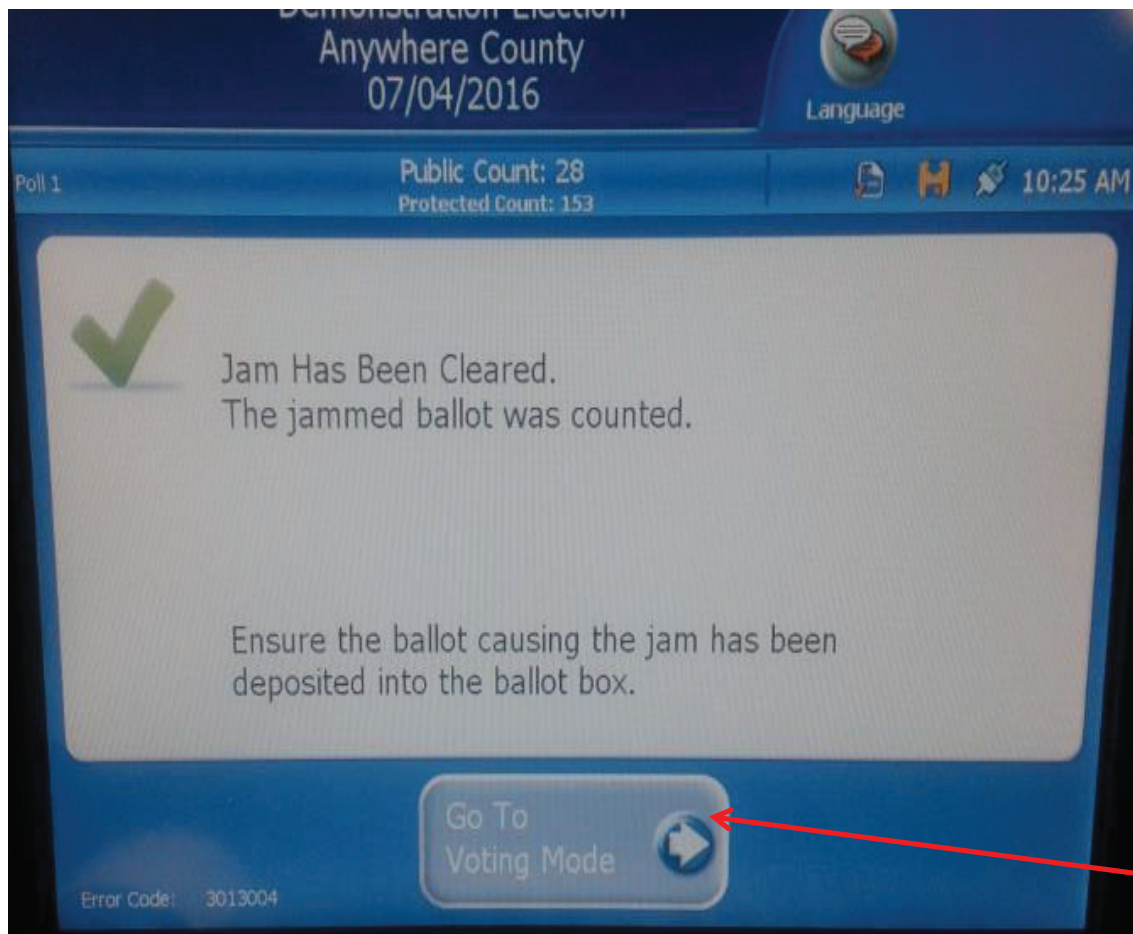


- 8** Lock padded holder bar back into place.



Clearing a Ballot Jam – Ballot Counted

9



The Ballot Scanner will indicate on the touchscreen that the jam has been cleared. A chief judge can touch the “Go To Voting Mode” button to resume the scanning of ballots.

Record the incident in the Chief Judges’ Election Day Log. Call the local board of elections if further technical assistance is required or if the Ballot Scanner continues to have repeated ballot jams.

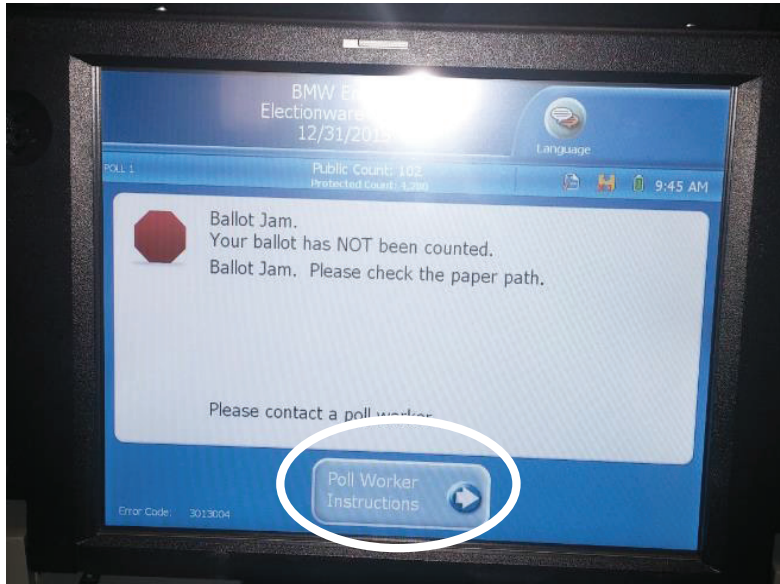
Press to resume voting.

Clearing a Ballot Jam – Ballot Not Counted

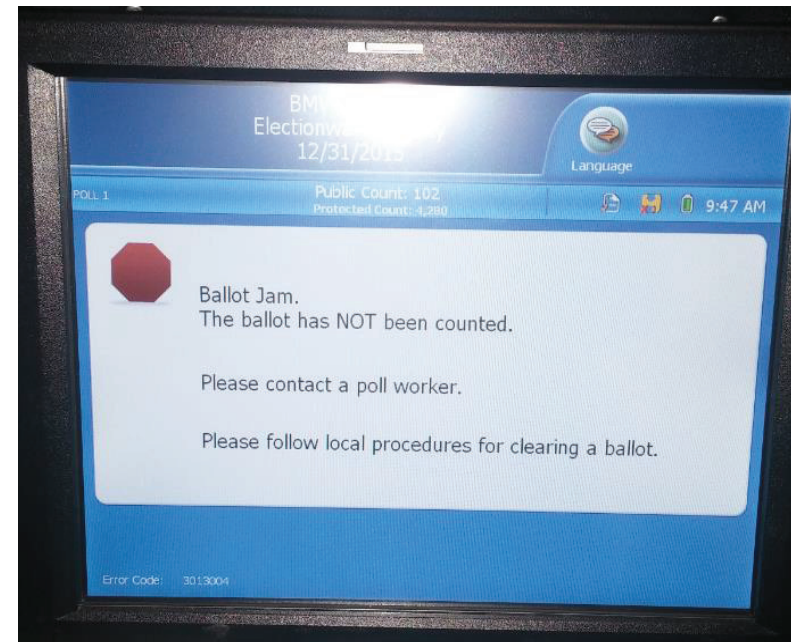
If the Scanning Unit has a ballot jam, follow the instructions for contacting your local board field technician, rover, etc. for an equipment problem.

NOTE: These procedures should be performed by a bipartisan team of chief judges and in the presence of the affected voter.

- 1 If a ballot or Ballot Activation Card jams inside the Scanning Unit with the Ballot “NOT counted”, the Ballot Scanner will produce a continuous beeping sound and the touchscreen on the Ballot Scanner will display the following message. Touch “Poll Worker Instructions.”

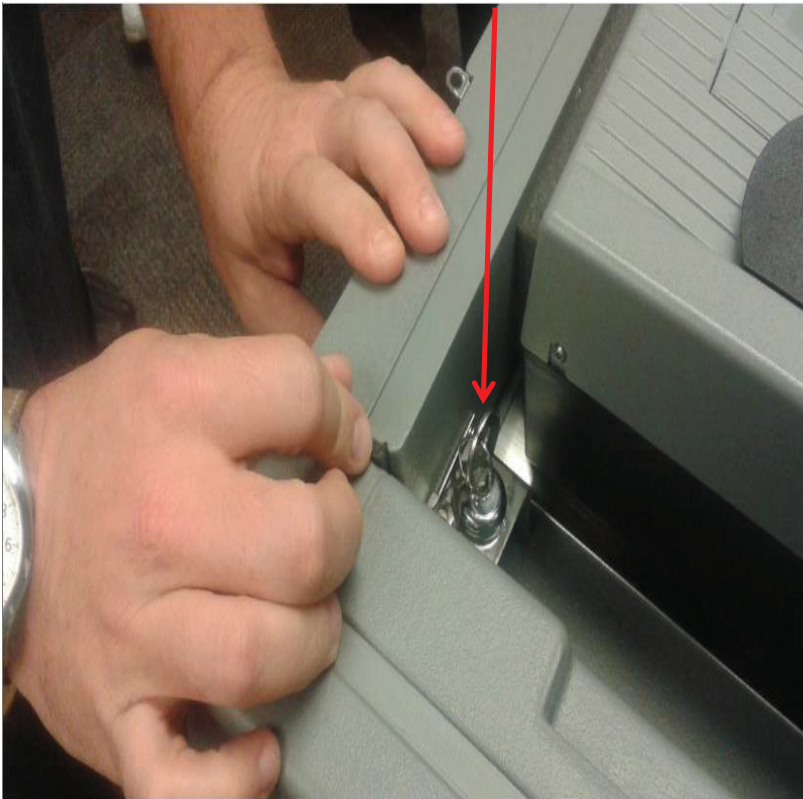


- 2 When the “Poll Worker Instructions” button is touched the following message will appear.



Clearing a Ballot Jam – Ballot Not Counted

- 3** Use a flat Scanning Unit key to open the padded holding bar in front of the Scanning Unit. The locking mechanism is located at the front right in the recessed area next to ballot scanner.

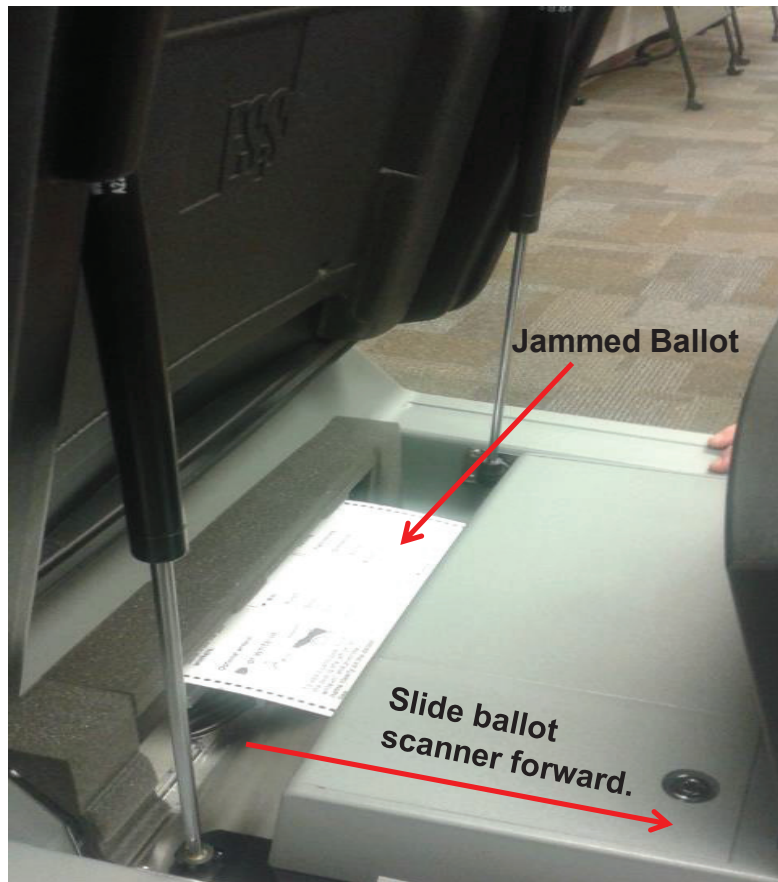


- 4** Pull down the padded holding bar in front of ballot scanner.



Clearing a Ballot Jam – Ballot Not Counted

- 5** Carefully slide ballot scanner forward to reveal ballot jam. Continue to slide ballot scanner forward allowing enough space (approximately 10 inches) for an election judge to remove jammed ballot from back of scanner. **DO NOT SLIDE BALLOT SCANNER COMPLETELY OFF BALLOT BOX!**



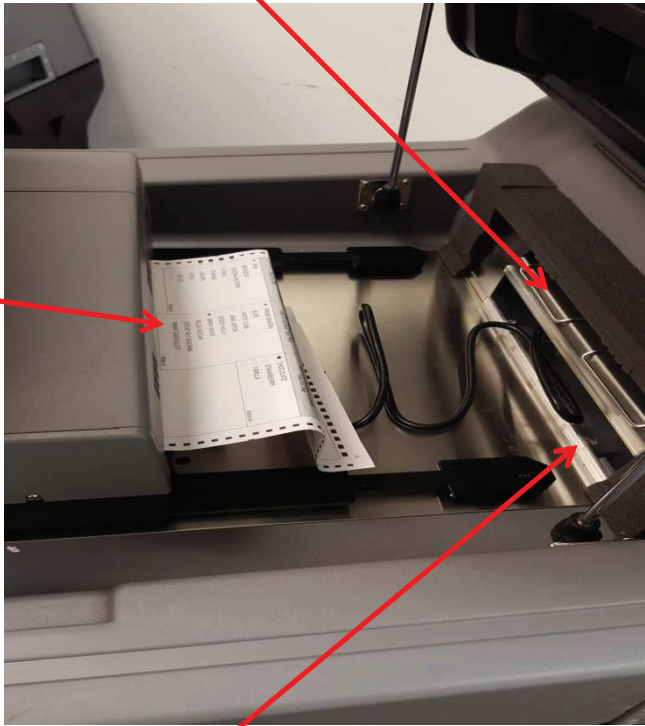
Clearing a Ballot Jam – Ballot Not Counted

6

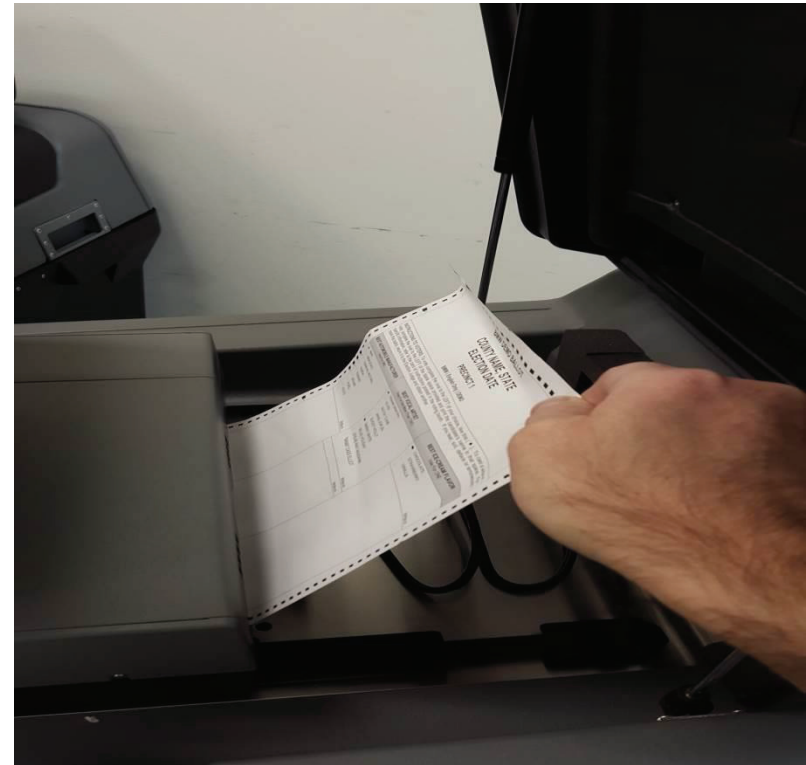
Ballot chute where scanned ballots are fed from the Ballot Scanner to the Main Ballot Box.

Carefully remove the “NOT Counted”, jammed ballot from the back of scanning unit and give to voter for re-scanning.

Jammed Ballot

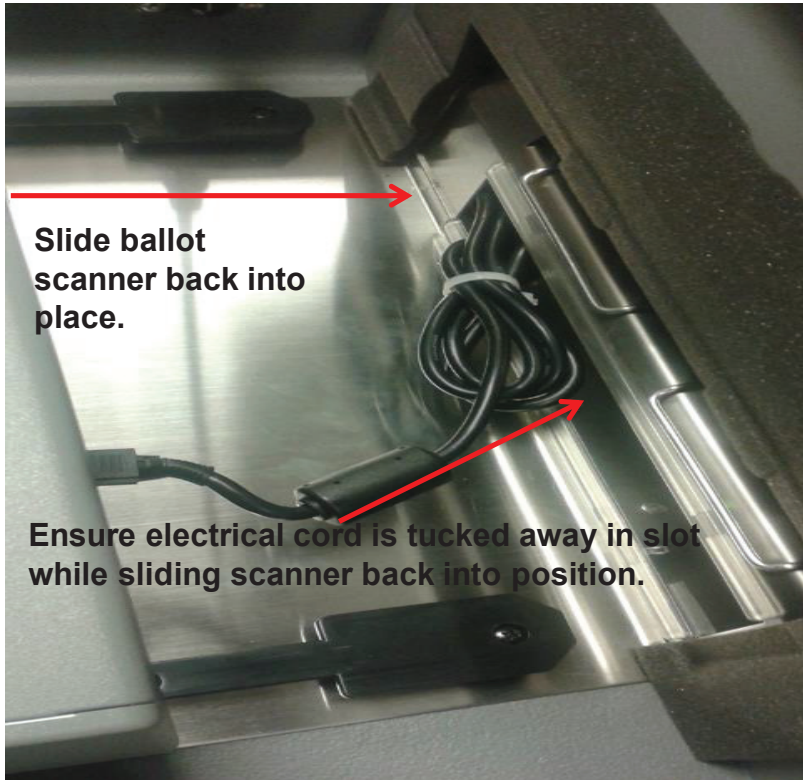


Ballot scanner, electrical cord compartment slot



Clearing a Ballot Jam – Ballot Not Counted

- 7** After the jammed ballot has been cleared and given to voter, slide ballot scanner back into place being careful to ensure that the electrical cord is tucked away in its slot.

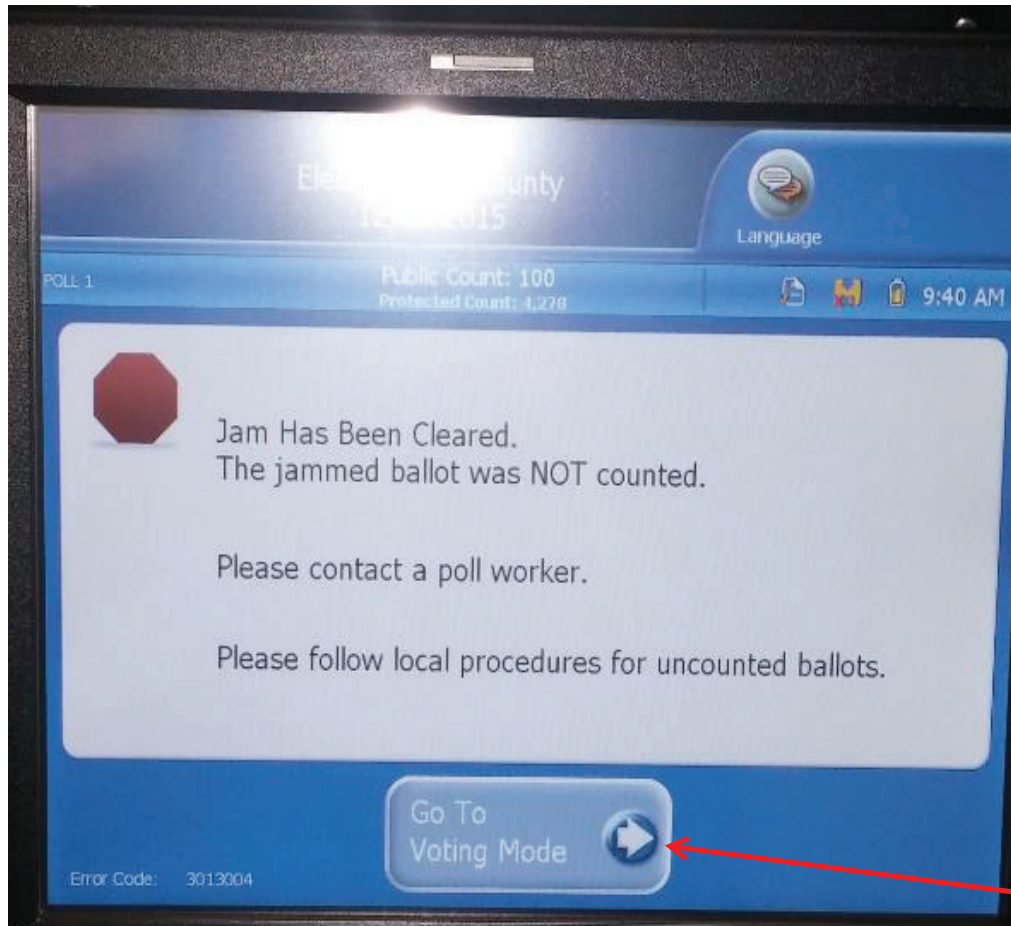


- 8** Lock padded holder bar back into place.



Clearing a Ballot Jam – Ballot Not Counted

9



The Ballot Scanner will indicate on the touchscreen that the jam has been cleared. A chief judge can touch the “Go To Voting Mode” button to resume the scanning of ballots.

Voter’s “NOT counted” ballot may now be re-scanned. This ballot may have to be scanned using different orientations as it could be damaged. Follow local procedures for reissuing an unreadable ballot if necessary.

Record the incident in the Chief Judges’ Election Day Log. Call the local board of elections if further technical assistance is required or if the Ballot Scanner continues to have repeated ballot jams.

Press to resume voting.