

SECTION 5: Troubleshooting Guide

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114 – 118

Backup Battery	114
Ballot Printer	115
Smart Phone	116
CradlePoint Network Switch	117
ICX & ICX Activation Station	118



PROBLEM	SOLUTION
Will not turn on/No output	Ensure Backup Battery is firmly connected to a wall outlet and not a power strip.
Will not turn on/No output	Only one ICX Tablet and Printer should be connected to the Backup Battery.
Will not turn on/No output	Verify the wall outlet has power by plugging in a phone or laptop charger. Press the ON button on the backup battery only once.
Will not turn on/No output	If the problem persists submit a helpdesk ticket, contact the helpdesk to have a replacement Backup Battery delivered.
Emits Intermittent Beeps	If the Backup Battery is emitting intermittent beeps: The Backup Battery is no longer getting power from the wall outlet, or the Vote Center has lost power. If the Vote Center still has power, try a different wall outlet. Contact the help desk to have a replacement Backup Battery delivered.
Fault LED Illuminated	If the Backup Battery displays a fault message and emits a constant beeping sound: The Backup Battery has failed. Do not use the Backup Battery, contact the help desk to have a replacement delivered.
Replace Battery LED Illuminated	If the Backup Battery Replace Battery LED is Illuminated and the Backup Battery emits a one minute long beep: The Backup Battery is weak, contact the help desk to have a replacement Backup Battery delivered.

Troubleshooting the Ballot Printer



PROBLEM	SOLUTION
Ballot Printer will not turn on	Make sure the printer power cord is firmly plugged into the printer and the power strip.
Ballot Printer will not turn on	Check that the power strip is turned on.
Ballot Printer will not turn on	Verify the wall outlet has power by plugging in a phone or laptop charger. Contact the helpdesk for a replacement printer.
Ballot Printer Laptop will not turn on	Make sure the laptop power adapter is firmly plugged into the laptop and the power strip.
Ballot Printer Laptop will not turn on	Check that the power strip is turned on.
Ballot Printer Laptop will not turn on	Verify the wall outlet has power by plugging in a phone or laptop charger. Contact the helpdesk for a replacement laptop.
Print requests are printing multiple ballots	Make sure the print quantity is set to print 1 in the Sentio Early Voting System software.
Ballot Printer is not printing ballot requests sent from the laptop	Make sure that the printer is powered on and does not have an error on the printer display.
Ballot Printer is not printing ballot requests sent from the laptop	Verify that the printer is selected in the Ballot Print Settings tab in the Sentio Early Voting System Job Setup screen.
Ballot Printer is not printing ballot requests sent from the laptop	Verify that the print request status is "Released".
Ballot Printer is not printing ballot requests sent from the laptop	Check that the communication cable is firmly connected to the printer and laptop.
Ballot Printer is not printing ballot requests sent from the laptop	Make sure there is ballot stock loaded into the MP tray. Contact the helpdesk to have a replacement printer or laptop delivered.
Ballot Printer is printing smudges or skewed print images	Verify that the paper path is clear of debris and excess toner. Contact the help desk for a replacement Fuser.
Ballot Printer is consistently jamming	Verify that the Fuser, Transfer Belt and MP Tray are installed correctly.
Ballot Printer is consistently jamming	Make sure that the paper path is clear of debris and excess toner.
Ballot Printer is consistently jamming	When removing paper jams, carefully pull the paper in the direction it was moving.
Ballot Printer is consistently jamming	Do not force the paper through the printer. Be careful not to tear the paper or leave portions of the paper in the printer.



PROBLEM	SOLUTION
Power Issues	Plug the phone into the wall and then into the phone.
Power Issues	Press and hold the Power button for a few seconds. The cell phone screen should turn on after a few seconds and indicate that it is charging.
Unable to Make a Call	Verify that you have adequate signal.
Unable to Make a Call	Enter a known working phone number. Press the Send button to make the call.



PROBLEM	SOLUTION
Voter Check-In Laptops are not connecting to Vote Center Application Servers (Power)	Verify that the Vote Center Switch is powered on and has a Green Power LED. If the LED is not lit, check the power connection to the Vote Center Switch. If the LED is Amber, contact the helpdesk for assistance.
Voter Check-In Laptops are not connecting to Vote Center Application Servers (VPN Connection)	Verify that the Vote Center Switch is connected to the County VPN by checking for the Blue VPN LED. If the VPN LED is not lit, contact the helpdesk for assistance.
Voter Check-In Laptops are not connecting to Vote Center Application Servers (External Modem)	Verify that the Removable Modem is fully seated in the Vote Center Switch and that the Switch has a Green Removable Modem LED. If the Removable Modem LED is blinking or is Amber, Red or not illuminated, contact the helpdesk for assistance.
Voter Check-In Laptops are not connecting to Vote Center Application Servers (Signal Strength)	Check the signal strength of the Vote Center Switch indicated by the Blue Signal Strength LED. If there are no bars or only one blinking bar is shown, contact the helpdesk to have a Signal Booster antenna installed.



PROBLEM	SOLUTION
Audio Tactile Interface Device (ATI) Controller functions but has no audio	Make sure the headphones are plugged into the correct port on the ATI.
Audio Tactile Interface Device (ATI) Controller functions but has no audio	Unplug the audio cable from the ICX located behind the bottom access panel. Plug the headphones directly into the audio port on the ICX. Verify if audio can be heard through the ICX audio port.
ICX Printer Will Not Print	Make sure the ICX Printer is plugged in and turned on.
ICX Printer Will Not Print	Make sure connection cable from the ICX is firmly connected to the top port of the ICX Printer.
ICX Printer Will Not Print	<ol style="list-style-type: none"> 1. Insert Poll Worker Card 2. Select the Hardware Test Menu Button from the Poll Worker Menu 3. Select Printer from the Hardware Test Menu 4. From the Printer Menu, the drop down should display "BMD Printer" and the Printer status should be "Ready" 5. Select the Print Test Page button. If a test page doesn't print, Contact the help desk to have a replacement ICX or ICX Printer delivered.
ICX displays message "Printer is not ready or is not connected"	Ensure that the ICX and the ICX Printer power cables are plugged in to a power strip or backup battery and that the power strip or backup battery is switched on.
ICX displays message "Printer is not ready or is not connected"	<ol style="list-style-type: none"> 1. Make sure the connection cable from the ICX is firmly connected to the top port of the ICX Printer. 2. Make sure the connection cable from the ICX is firmly connected to the port located under the bottom access panel of the ICX. 3. Make sure the ICX Printer is turned on and has ICX ballot stock located in the paper tray. Restart the ICX to see if the issue resolves. 4. Insert a Poll Worker Card and select the Hardware Test Menu Button from the Poll Worker Menu. 5. Select Printer from the Hardware Test Menu.