SECTION 7: Troubleshoot

ERROR	PROBLEM	SOLUTION
BALLOT DRAGGED OR BALLOT SKEWED	The ballot was inserted and not aligned properly in the entry slot. The ballot did not go through the precinct scanner straight.	Ask the voter to re-insert the ballot. If the system rejects the ballot, call Technical Support. Lower the Auxiliary Bin until Technical Support arrives.
BALLOT JAMMED	The ballot stopped moving through the precinct scanner.	Be sure the precinct scanner is correctly seated on the mounting rails. Verify that the path of the ballot is not blocked. If a ballot is jammed and visible from the front, pull the ballot out and have the voter re-insert the ballot.
BALLOT TOO LONG	The ballot is longer than the machine has been programmed to read.	Check to be sure that the ballot stub has been removed.
BLANK BALLOT ACCEPTED	This is a verification message that a blank ballot has been accepted.	No response is required.
BLANK BALLOT RETURNED	This is a verification message that a blank ballot has been returned.	Voter may press "RETURN" to continue voting or press "ACCEPT".
ERROR READING MEMORY CARD	The precinct scanner could not read the ballot.	Ask the voter to re-insert the ballot. If the system rejects the ballot, call Technical Support.
KEY TURNED TOO FAST DURING OPENING THE POLLS	The scanner will not boot correctly.	Turn the key to the OFF position, wait 10 seconds. Turn the key to OPEN/CLOSE POLLS and repeat the opening process.
MISSED TIMING MARK	The precinct scanner is not seated properly on the mounting rails.	Re-seat the precinct scanner on the black ballot box. Ensure the ballot path from the precinct scanner to the ballot box is not blocked and is aligned.
MULTIPLE BALLOTS DETECTED	More than one ballot is detected in the paper feed mechanism or the secrecy sleeve has been inserted with the ballot.	Ask the voter to re-insert the ballots one at a time. Inform the voter that the ballot needs to extend beyond the secrecy sleeve.

Troubleshooting the Precinct Scanner

ERROR	PROBLEM	SOLUTION
ONE CONTEST HAS TOO MANY VOTES	The number of valid marks found within a contest exceeds the number of votes allowed. This is called an "overvote".	The voter may choose to "ACCEPT" or "RETURN" the ballot. If the voter chooses "ACCEPT", the ballot will be accepted into the ballot box and everything but the overvote will count. If the voter chooses to "RETURN", spoil the ballot and issue the voter another ballot.
PRECINCT SCANNER IS TAKING TOO LONG TO BOOT UP	It takes about 3 – 4 minutes for the election information to boot up. If it is taking too long, the scanner was not booted up properly.	Turn the key to the OFF position, wait 10 seconds. Turn the key to OPEN/CLOSE POLLS and repeat the opening process.
REPLACEMENT SCANNER	Precinct Scanner is not functioning.	Call Technical Support, (916) 875-6303, a technician will bring you another Precinct Scanner.
TAPE DOES NOT ADVANCE		Check the roll of tape to ensure it is properly in place. Pull the tape to help it advance. Ensure the small grey lever holding the tape in place is in the down position.
UNABLE TO CLOSE THE ELECTION	The software cannot access the memory card.	Call Technical Support, (916) 875-6303.
WARNING: THE UNIT IS ON BATTERY POWER	The power cord has been unplugged.	Check the power cord connections to ensure it is properly plugged into an outlet. Ensure the power strip is turned on.
ZERO TAPE IS BLANK	The roll of tape has been inserted incorrectly.	Remove the roll of tape from the compartment and turn it so that the paper is coming from the bottom. Place the roll of tape back into the compartment and close the lid.
ZERO TAPE SHOWS VOTES HAVE ALREADY BEEN CAST	Machine has not been reset after Logic and Accuracy Testing.	Contact Technical Support immediately, (916) 875-6303.

Troubleshooting the Black Ballot Box

PROBLEM	SOLUTION
BALLOT REJECTED	Precinct Scanner (M100) may not be seated properly on the Black Ballot Box. Remove the Precinct Scanner and re-seat the Precinct Scanner 1/3 of the way on the Black Ballot Box. Make sure the Precinct Scanner sits flush with the rails. Slide the Precinct Scanner to the back of the Black Ballot Box.
BALLOT REJECTED	Make sure the power cord is not blocking the ballot path. The power cord needs to be threaded through the side of the Black Ballot Box and through the back slot.

ERROR	PROBLEM	SOLUTION
AUDIO PRESENTATION DOES NOT CORRESPOND WITH TEXT DISPLAYED	Election information may be setup wrong.	Call Technical Support at (916) 875-6303.
AUTOMARK WILL NOT START UP	Battery is low.	Plug AutoMARK into an AC outlet.
BALLOT SELECTIONS NOT MARKED	Ink supply is low.	Replace ink cartridge.
BALLOT SELECTIONS MARKED INCORRECTLY	Election information may be set up wrong.	Call Technical Support at (916) 875-6303.
ERROR – PAPER MISFEED	Ballot was inserted incorrectly and the AutoMARK paper feed mechanism was not able to align the ballot for scanning.	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 feed mechanism cannot move the ballot into the next position.	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 – BALLOT HAS NOT BEEN RECOGNIZED	System is unable to read election information.	Reboot AutoMARK.
GENERAL ERROR	Error in the software or low memory.	Reboot AutoMARK.
MARKED BALLOT CANNOT BE READ	Ballot style is unacceptable or optical scanners are not functioning correctly.	Call Technical Support at (916) 875-6303.
NO RESPONSE WHEN SCREEN OR KEY ON KEYPAD IS TOUCHED	Unknown.	Reboot AutoMARK.
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.