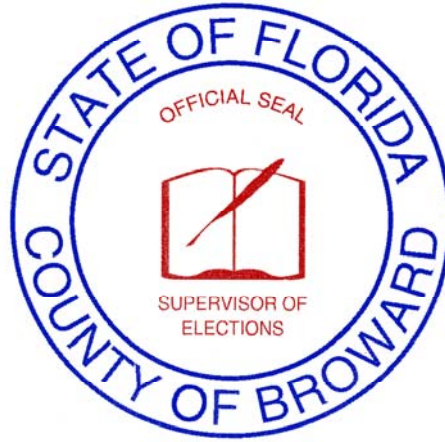


Broward County Supervisor of Elections
Dr. Brenda C. Snipes



DS200 & IVOTRONIC
Voting System
Technician

TRAINING & PROCEDURES MANUAL

Election Day Operations Department
Pat Nesbit – Director

Poll Worker Department Contact: 954-459-9911

Monday – Friday, 8:30 AM – 5:00 PM
Election Day 5:00 AM – 7:00 PM

2009 Elections

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December 2008

Broward County
Supervisor of Elections Office
Mission Statement

“We will consistently conduct successful elections in compliance with the law to ensure that every eligible voter can exercise their right to vote.

To this end we will facilitate voter education through training and strategic comprehensive planning while providing a stable, positive environment that promotes respect, growth, creativity and freethinking.”

VOTER RIGHTS

Each registered voter in this state has the right to:

1. Vote and have his/her vote accurately counted.
2. Cast a vote if in line at the official poll closing time.
3. Ask for and receive assistance voting.
4. Receive up to two replacement ballots (paper) if error made before ballot is cast.
5. An explanation if identity or registration is questioned.
6. Cast a provisional ballot, if his/her identity or registration is in question.
7. Written instructions when voting, and upon request, oral instructions from election officers.
8. Vote free from coercion or intimidation by anyone.
9. Vote on properly functioning voting system that accurately cast ballots.
10. Section 203 of the Voter's Right Act, states that Broward County must have a Spanish translator in every precinct. Also if a translator is not physically available then another means of providing translation must be available.

VOTER RESPONSIBILITIES

Each registered voter in this state has the responsibility to:

1. Study and know the candidates and issues.
2. Keep his or her voter address current.
3. Know his or her precinct and its hours of operation.
4. Bring proper identification to the polling station.
5. Know how to operate voting equipment properly.
6. Treat precinct workers with courtesy.
7. Respect the privacy of other voters.
8. Report problems or violations of election law.
9. Ask questions when confused.
10. Check his or her completed ballot for accuracy.

GLOSSARY

GLOSSARY TERMS ARE IN THREE CATEGORIES

1. **DS200 BALLOT SCANNER – ITEMS IN RED**
2. **IVOTRONIC TOUCH SCREEN TERMINAL – ITEMS IN BLUE**
3. **GENERAL ELECTION DAY TERMS – ITEMS IN BLACK**

ABSENTEE BALLOT

An absentee ballot is a ballot that is provided to voters who cannot or chose not to go to the polling place to cast their ballot on Election Day. Absentee Ballots are due in the Supervisor of Elections, main office by 7:00 PM Election night.

ACTIVATOR (PEB)

Small plastic cartridge (about 3 inches by 3 inches, 1 inch thick) with infrared eye used to activate iVotronic terminals and perform technical functions including activating and deactivating the terminals. There are two types of activators: Master **Green** and Ballot **Red**.

ACTIVATOR CASE

The clear plastic protective case used to transport the activators to and from the precinct.

ACTIVATING BALLOTS

The process of activating a terminal, using a **Red** PEB, to bring up a ballot for a voter.

ACTIVATING TERMINALS

The process of using the **Green** Master PEB to activate the iVotronic terminals for “opening of the polls” on Election Day.

AUDIO iVOTRONIC UNIT

Unit utilized by visually impaired voters or those with inability to read that allows them to listen to the ballot selections by using earphones and enables them to vote independently by touching different shaped buttons at the bottom of the iVotronic unit.

BALLOT REPORT FORM

Contains the Oath form for poll workers, including the VST and Field VST, and a tabulation section to report the totals on election night.

BALLOT STYLE

Type of ballot issued for a specific voting area.

BAG

Various colors will be used to transport ballots (Voted & unable to scan) that the VST will give to the Clerk from the DS200 ballot box, for transport back to the Regional site.

CHECKLISTS

Document used to guide poll workers, including the VST through Election Day processes.

GLOSSARY (VST Manual)

CLERK

Person in charge of the Polling Place.

CLOSING TERMINALS

The process of using the **Green** Master PEB to collect votes Election Night, after the polls close, and to close or deactivate the terminals.

COMMUNICATIONS PACK

Plastic case that contains the **Green** Master PEB and the printer used to run the “Zero tapes” and “Totals Tape.”

COMPACT FLASH CARD

An external memory device used to store files for audio and graphic ballots.

DEACTIVATING TERMINALS

(See “Closing Terminals.”)

DECLARATION TO SECURE ASSISTANCE

Form used by Poll workers for voters that require the assistance of another to vote and the EVID does not indicate “Assistance Required.”

DROP-OFF POINT

Regional Site location used by Clerks, VSTs and Field VSTs for the return of ballots, supplies, activator cases, cell phones, etc.

DS200

Model number of the ballot scanner, which is currently being used by the Broward County Supervisor of Elections.

ELECTION BOARD

As defined by State law, the Clerk, Assistant Clerk and Inspectors(s) and poll deputy serving in a precinct on Election Day are members of the Election Board. *Note: Poll Deputy, VST and Field VST are not members of the Election Board; however they must sign the payroll, as they are Election Day workers for the Elections Office on Election Day.*

ELECTION DEFINITION

A computer program that is used to recognize ballot marks, and count election results. The program operates from a USB flash drive which will be already plugged in to the scanner when the VST arrives at the precinct on Election Morning.

EMERGENCY BALLOT STORAGE BIN

Place where voted ballots are manually placed by the VST, if there is a problem with the ballot scanner.

EMERGENCY RESPONSE TEAM (ERT)

Retrieves inoperative iVos and other equipment as specified by the Technical Support Call Center.

GLOSSARY (VST Manual)

EQC

The election qualification code (EQC) is a unique code assigned to each election. This code is programmed onto your PEBs.

ES&S

Election Systems and Software, Inc. – the vendor for Broward County’s electronic voting system.

EVID

Electronic Voter Identification System – VST performs data, power and connectivity troubleshooting. Tapes from EVID are placed in activator case on election night. EVID Field Technicians provide additional support on Election Day.

FIELD VSTs (FVST)

Trained and certified individuals assigned an area of responsibility to assist with voting system problems, troubleshooting. These individuals move from precinct to precinct within their assigned area on Election Day.

FREE ACCESS NOTIFICATION

Required notice given to voters voting a provisional ballot advising them how they can obtain information on whether or not their vote was counted.

INSPECTOR – Issues ballots, verifies voters’ eligibility on EVID, and directs voters through the process.

IVOTRONIC TERMINAL (ADA)

Touch screen Voting device manufactured by ES&S and used in precincts throughout Broward County. The **Audio iVotronic** – terminal equipped with audio capability that allows voters to listen and cast a ballot.

JOB DESCRIPTION CARD

Laminated cards with detailed description of poll worker duties and responsibilities on Election Day.

MASTER ACTIVATOR

Green activator PEB used to open (activate) iVotronic terminal in the morning; and used to collect Election results and to close (deactivate) iVotronic terminal once precinct closes.

OPENING TERMINALS

The process of using the **Green** Master PEB to activate the iVotronic terminal for the opening of the polls on Election Day.

ORANGE PROVISIONAL BALLOT BAG

Sealed bag used to transport all Provisional Ballots

PAYROLL SHEET

Printed list of all poll workers including the VST, Field VST and the Poll Deputy, that must be filled out and signed on Election Day, in order to be paid.

PEB

Personal Electronic Ballot, also referred to as an Activator. Two types: **Green** Master and **Red** Activator.

GLOSSARY (VST Manual)

PICK UP POINT

Regional Site location for distribution of Election Day supplies to Clerks, VSTs, and Field VSTs.

POLLING PLACE

The building that contains the polling room where ballots are cast.

POLLING ROOM

The room inside the polling place where poll workers set up precinct for voting on Election Day.

POLL DEPUTY

Person hired by the Broward Sheriff's Office who is responsible for maintaining order outside the Polling Place. Although not a member of the Election Board, Poll Deputy is subject to the lawful commands of the Election Board and Elections Office staff.

POLLWATCHER

Person designated by a candidate, political committee, or political party to observe the conduct of voters and poll workers on Election Day. This person, **MUST** have a properly certified letter from the Supervisor of Elections to be in the precinct on Election Day.

PRECINCT

An area that has specific boundaries established for election administration purposes.

PRECINCT LAYOUT DIAGRAM

Located in the Clerk's document folder and the VST folder. This illustration is a sample layout of the precinct to guide the pollworkers in setting up equipment, tables, etc. to allow smooth flow for voters in the polling room.

PRECINCT REGISTER (BACK UP USE ONLY)

Notebook containing alphabetical listing of registered voters for the precinct, used to process voters.

PRIVACY SCREEN

Three part blue board used for privacy by voters voting a paper ballot.

PROVISIONAL BALLOT

A ballot that is used by the voter to vote in conjunction with a Provisional Ballot Certificate when the voter's name is not in the EVID and their eligibility cannot be determined. *Note: The ballot will be counted if the voter's ID and eligibility are verified and the voter voted in the correct precinct corresponding to their current residential address.*

REGIONAL SITE (Distribution Center)

Location designated by the Supervisor of Elections as Pick up and Drop Off sites for Clerk, VST and Field VST supplies.

GLOSSARY (VST Manual)

RESULTS REPORT

The DS200 generates various categories of report types. Reports related to Election Day are:

1. **ELECTION STARTUP – WHEN VST OPENS THE POLLS**
 - a. Initial State
 - b. Zero Report
2. **POLL CLOSING – WHEN VST CLOSES THE POLLS AT END OF ELECTION DAY**
 - a. Precinct – Results of every contest.

SAMPLE BALLOT

Poster size printed facsimile of actual ballot for specific election produced in English and Spanish for voters to review.

SCANNER

General term used for DS200 ballot scanner, which accepts voted ballots.

BALLOT BOX

A locked container that stores voted scanned ballots. The scanner is connected to the top of the box and voted Ballots are automatically inserted into the box after a voter scans in their ballot.

SEAL

An item used to secure bags, voting booths, equipment, communications packs and activator cases, by threading the narrow end through the pre-cut hole, and then pulling through the one-way hole of the seal.

SPLIT PRECINCT

A precinct divided into parts to accommodate voting with more than one ballot style. This occurs due to different districts or municipal boundaries within a voting precinct.

SUBSTITUTE PROVISIONAL BALLOT

A ballot) that is used by the voter to vote in conjunction with a Substitute Provisional Ballot Certificate, because poll hours have been extended by Governor Order. *All eligible are required to vote the Substitute Provisional Ballot.*

SUPERVISOR OF ELECTIONS

The chief election officer in the County who is legally responsible for the administration and operation of an election and compliance of all federal, state, and local election laws, procedures and policies. *Note: The Supervisor is the final authority on issues of election administration, procedures, and questions of voter eligibility.*

SUPPLY BOX

Gray plastic box that is used as Supply Box to transport and store supplies delivered to the precinct for Election, and once emptied will be sealed and used as a Provisional Ballot Box.

GLOSSARY (VST Manual)

TABULATION ROOM

Location where the precinct results and absentee ballots are tabulated on Election night, and where results are released.

TECHNICAL ASSISTANCE SUPPORT TEAM

Technicians, working in pairs, who resolve equipment issues in the precinct on Election Day.

EMERGENCY BALLOT STORAGE BIN

Place where voted ballots are manually placed by the VST, if there is a problem with the ballot scanner.

TOTALS TAPE (RESULTS TAPE)

The tape printed from the Communications Pack at the close of polls which prints the total results for the precinct, showing iVotronic terminal that was opened and closed within a precinct and the tally of results.

TOUCH SCREEN CONTROLS

Refers to how scanner selections are made by either the VST or voter. The computer screen of the DS200 is simply touched with a finger when accepting or rejecting ballots and other user interactive functions.

TOUCH SCREEN VOTING MACHINE

Voting booth and iVotronic touch screen voting terminal.

VOTING PASS

Issued to voter after their eligibility has been determined through the EVID and the voter has signed the electronic signature pad.

USB FLASH DRIVE

Memory storage device that is used to load system settings and record scanner Election Day events.

VOTER INFORMATION CARD

A card that is mailed to a voter at their residential address which contains the Voter's name, address, date of birth, party affiliation, Voter ID number, date of registration, precinct number, polling place location, district designations for a voter, name and contact information of Supervisor of Elections.

PROVISIONAL BALLOT LOG

A log used to document all voters that vote a Provisional Ballot.

VST (VOTING SYSTEM TECHNICIAN)

An individual certified through training and assigned to perform technical tasks with iVotronic machines, including opening and closing terminals on Election Day.

WALL BALLOT

(See "Sample Ballot.")

ZERO TAPE

Printout from Communications Pack that shows the ADA iVotronic terminal that was opened and the number of votes for each ballot item, which should be zero. *If any number (**negative** or **positive**) other than "0" is listed, the VST MUST call the Technical Support Call Center immediately.*

YOU ARE PART OF A TEAM!

Here are brief job descriptions for all members of the Election Day team:

- **Clerk** – Person in charge of precinct.
- **Assistant Clerk** – Takes over Clerk duties if Clerk unable to perform; performs duties as directed by the Clerk; and remains after precinct closed to wait for pick up of iVotronics when applicable or no longer necessary if we are not picking up iVotronics. Also responsible for assisting voters with Provisional Ballots.
- **VST** – Sets up DS200, ADA terminal and voting booths. Assist all voters at DS200 Scanner, administers audio ballot on Ivo; troubleshoots DS200, ADA terminal & EVIDS: activates/cancels/casts ballots as needed.
- **Inspectors** – Checks in and verifies voter ID on EVID; assists with precinct voting equipment set-up and break down; issues ballots and directs voters to the DS200 Scanner
- **Poll Deputy** – Maintains order in/outside precinct; stands at end of line at 7:00 PM; and stays with assistant clerk until iVotronics, EVIDS and DS200 are picked up.
- **Field VST** – Troubleshoots iVotronics; assists VSTs with iVotronic problems; notifies SOE of any problems in precincts; and documents the number of poll workers in precinct on each visit, using check list provided.

GROUND RULES

- ⇒ Be a team player
- ⇒ Show common courtesy – be nice
- ⇒ Speak directly to people
- ⇒ When offering to help, wait for the person to accept the offer, then listen, wait, or ask for instruction on how you can help
- ⇒ Treat everyone with respect
- ⇒ Help make things as easy as possible for voters
- ⇒ Listen attentively when someone addresses you
- ⇒ Be patient
- ⇒ Relax
- ⇒ **Ask for help from Field VST and/or Technical Support Call Center operators if necessary!**

INTERNATIONAL PHONETIC ALPHABET

Use the Phonetic Alphabet to minimize communication errors, whenever you refer to your precinct number during contact with your FVST or the Technical Support Call Center.

A	ALPHA	N	NOVEMBER
B	BRAVO	O	OSCAR
C	CHARLIE	P	PAPA
D	DELTA	Q	QUEBEC
E	ECHO	R	ROMEO
F	FOXTROT	S	SIERRA
G	GOLF	T	TANGO
H	HOTEL	U	UNIFORM
I	INDIA	V	VICTOR
J	JULIET	W	WHISKEY
K	KILO	X	X-RAY
L	LIMA	Y	YANKEE
M	MIKE	Z	ZULU

If your precinct is R015, your call would report on precinct “Romeo 15” or “15 Romeo.”

TRAINING

BEFORE ELECTION DAY

⇒ **Pick up supplies** FROM DESIGNATED REGIONAL SITE, FRIDAY BEFORE ELECTION DAY.

- SUPPLIES INCLUDE VST BAG, SPARE EVID FLASH DRIVE, CELL PHONE, DOCUMENT FOLDER; AND SEALED COMMUNICATIONS PACK WITH THE GREEN PEB & KEYS FOR UNLOCKING THE DS200.
- TAKE ALL SUPPLIES INSIDE YOUR HOME. DO NOT LEAVE SUPPLIES IN VEHICLE OR ANY OTHER PLACE WHERE HEAT CAN GET HIGH ENOUGH TO DAMAGE EQUIPMENT.

⇒ **Meet Clerk, OR OTHER POLL WORKERS IN PRECINCT BEFORE ELECTION DAY.**

- THE CLERK WILL CONTACT YOU TO ARRANGE THIS MEETING. (IF YOU ARE NOT CONTACTED WITHIN TWO DAYS, INFORM YOUR FVST. IF YOU CANNOT REACH YOUR FVST, THEN CONTACT THE VST PLACEMENT CLERK AT 954-459-9911.)
- CHECK DELIVERY OF IVOTRONICS AND DS200 USING YOUR *PRECINCT INVENTORY REPORT*:
 - ✓ VERIFY THAT ALL ITEMS ASSIGNED TO YOUR PRECINCT HAVE BEEN DELIVERED.
 - ✓ VERIFY THAT THE SEAL NUMBERS MATCH. (IF NOT, CONTACT FIELD VST IMMEDIATELY.)
 - ✓ PLEASE NOTE: IF A SEAL NUMBER ON AN IVOTRONIC, EVID OR DS200 DOES NOT MATCH THE SEAL NUMBER ON YOUR *PRECINCT INVENTORY REPORT*, JUST DRAW ONE LINE THROUGH THE INCORRECT NUMBER AND CLEARLY WRITE IN THE CORRECT NUMBER FROM THE SEAL ON THE EQUIPMENT.
 - ✓ VERIFY THAT THE GREEN SEAL SECURING EACH IVOTRONIC AND SCANNER IS STILL IN PLACE. (IF ANY SEAL HAS BEEN BROKEN OR IS MISSING, YOU MUST CONTACT YOUR FVST IMMEDIATELY, AND RECORD THE APPROPRIATE INFORMATION ON YOUR *MAINTENANCE LOG*.)
- WITH HELP FROM THE CLERK AND OTHER POLL WORKERS, ASSEMBLE AND LINE UP ALL IVOTRONICS, VOTING BOOTHS, EVIDS AND SCANNERS FOR THE PRECINCT. DO NOT CUT OFF ANY seals.
-

⇒ **Charge cell phone** ISSUED WITH YOUR SUPPLIES. **KEEP CHARGED.**

- **REVIEW THE “PROCEDURES” SECTION OF THIS MANUAL.**
- **PACK ENOUGH FOOD (AND MEDICINE IF NEEDED) TO CARRY WITH YOU ELECTION MORNING.**
- **GATHER VST SUPPLIES (SUPPLY BAG AND CELL PHONE, COMMUNICATIONS PACK, VST MANUAL) INTO ONE PLACE SO YOU WON’T LEAVE ANYTHING ELECTION MORNING.**

PRECINCT INVENTORY REPORT - (SAMPLE)

The **Precinct Inventory Report** is a listing of numbers that identifies each IVO, DS200 & EVID, in a specific precinct. The "ASSET TAG" refers to the "Broward County Asset #," the "SERIAL NUMBER" refers to the equipment Serial Number from the manufacturer. *(You will have 2 copies of this report. Record any changes on BOTH copies.)*

You will find this report in your **VST Folder** inside your **VST Supply Bag**. If your precinct's inventory differs*, notify your Field VST.

**Please note: If the seal number (column 3) written on the precinct inventory report is incorrect, cross out and record the correct seal number. Verify the other numbers on Election day, after the seal is broken and notify the FVST if there are any differences.*

August 26 th	Broward County Supervisor of Elections Precinct Inventory Report	2008
PRECINCT A001		
DS200		
<u>ASSET TAG</u>	<u>SERIAL NUMBER</u>	<u>SEAL#</u>
266107	5111088A	0243565
EVID		
277802	4785324	<u>0245876</u>
277805	9873566	<u>0269996</u>
277898	6546545	<u>0265684</u>
IVOTRONIC		
2706554	5454654	<u>0256546</u>
Leave one sheet under straps with DS200, iVotronics and EVIDs.		

MAINTENANCE LOG - (SAMPLE)

Use this Log to document any maintenance issues with any of the DS200 / Ivotronic units.

Place “**Maintenance Log**” in the “**VST Folder**” and return in your “**VST Supply Bag**” to the Regional Site.



Election Date: _____

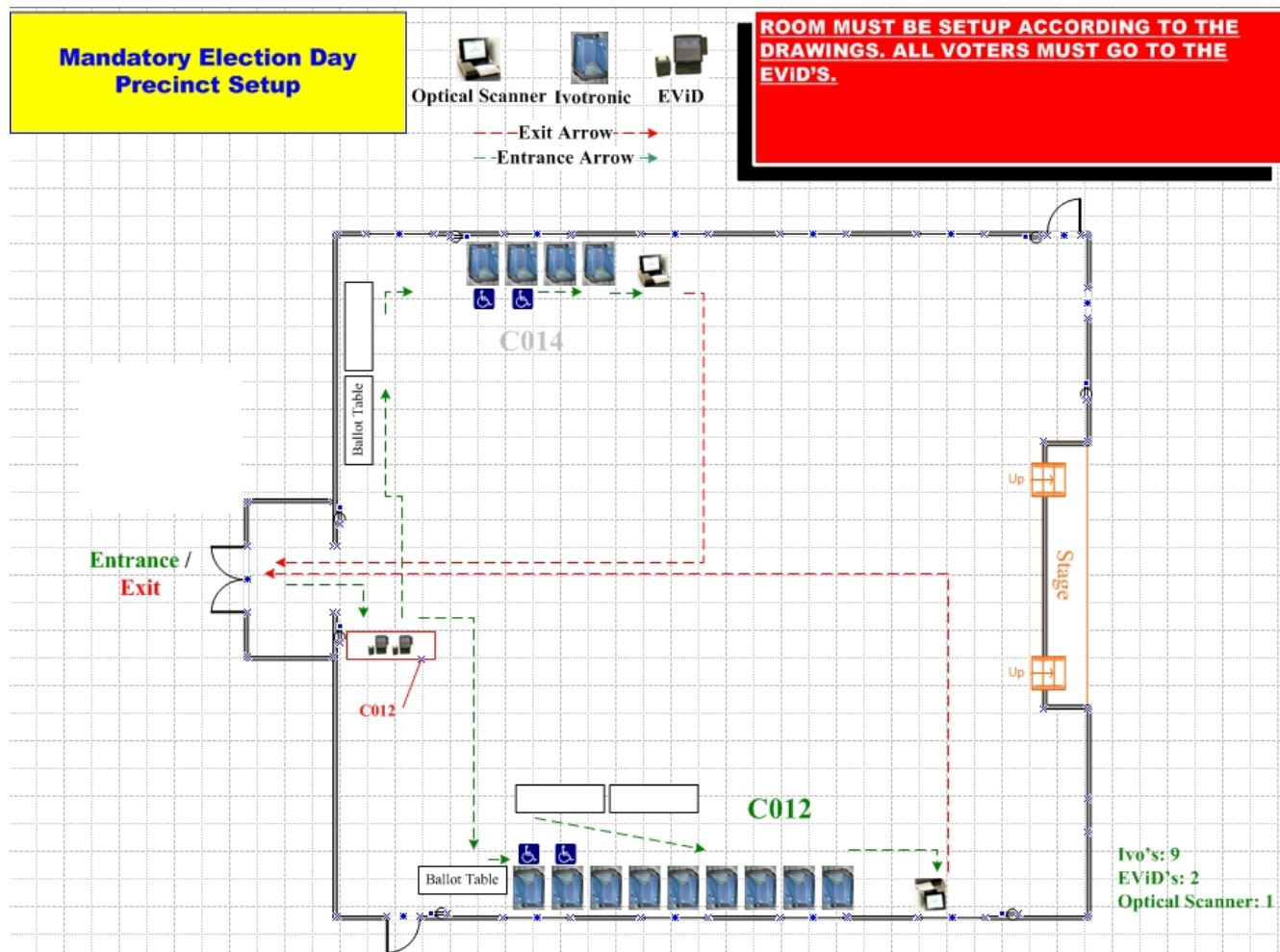
Precinct #: _____

DS200 / IVOTRONIC / EVID MAINTENANCE LOG

VST Name (Please Print): _____

Asset Tag #	Serial #	Seal Broken		Replace Paper		Set Date & Time		Calibrate		Equipment Type
		Y	N	Y	N	Y	N	Y	N	
266202	V5103012-C									DS200, IVO, EVID

PRECINCT LAYOUT DIAGRAM - (SAMPLE)



PRE – ELECTION DAY SET-UP (VST)

- Meet Clerk in precinct pre-Election Day to set-up.
- Use the above “Precinct Layout Diagram” as a guide for proper set up of DS200, ADA terminal, voting booths and EVIDS.
- Remember to leave a 36-inch access aisle within the precinct for ease of movement with a wheelchair.
- Verify access at 5:30 a.m. on Election Day with the polling place representative at the facility.
- If instructed to do so by the facility and only if the Clerk has not already done so, get the name and phone number of the individual responsible for opening the facility or pick up a key.
- When the polling room is set up, contact the Field VST to report set up is complete.
- If necessary, you may set up one booth on a table to accommodate voters who may need to be seated while completing a provisional ballot. Leave unit sealed in booth, power cord connected to unit, and booth plugged into electrical outlet. (**ON ELECTION MORNING ONLY**: Follow procedure to remove seal, set-up and open this and all other units for voting.)

ELECTION DAY/NIGHT

***NEITHER THE SCANNER NOR THE IVOTRONICS ARE TO BE USED FOR DEMONSTRATIONS AT ANY TIME DURING ELECTION DAY!**

5:30 am Gain access to assigned precinct and call FVST to report the precinct status is **"OPEN"**

5:45am - 6:00 am

Perform opening procedures on the DS200 and the I votronic. Call the Technical Support Call Center immediately to report any missing equipment non functioning devices.

6:30am – 6:45 am

At 6:45 am, if the **EVID** and the **DS200** are up and ready and you have opened the **ADA terminal** but have not printed the Zero Tape, call the FVST to report that you are **"VOTER READY"**.

7:00 am – until polls closed

If you are assisting voters as directed by the Clerk, and you are unsure about any part of the voting process for a voter, check with the Clerk for clarification and direction. Use information from your manual, the FVST or the Technical Call Center to assist you.

7:00 PM – Polls officially close. When the last voter has voted, contact the FVST to report that the precinct status is **"CLOSED"**.

Next begin the closing process with the DS200 and then ADA terminal. When you are finished and have secured all items, contact the FVST to report the precinct is **"SECURED"** just before you leave to return to the regional site.

IN AN EMERGENCY

- IN THE EVENT OF A MEDICAL OR OTHER EMERGENCY CALL **911**, THE ELECTIONS DEPARTMENT AND YOUR FVST TO REPORT THE INCIDENT. DOCUMENT IT ON YOUR INCIDENT FORM.
- IF YOU MUST EVACUATE THE POLLING ROOM, TAKE THESE ITEMS: PEBs, DS200 JUMP DRIVE, COMMUNICATIONS PACK AND KEYS TO BALLOT BOX & SCANNER.
- IF THE PRECINCT MUST BE CLOSED DUE TO FIRE OR OTHER INCIDENT, THEN THE SUPERVISOR OF ELECTIONS WILL PROVIDE INFORMATION TO THE CLERK FOR WHERE VOTERS WILL BE REDIRECTED TO, AND SIGNAGE WILL BE PLACED TO INFORM ALL WHO COME TO THE AFFECTED PRECICNT.

IF THERE IS A POWER OUTAGE, THE IVOTRONIC WILL OPERATE ON BATTERY FOR SEVERAL HOURS AND THE DS200 FOR ABOUT ONE HOUR. NOTIFY YOUR FVST AND THE TECHNICAL CALL CENTER.
(Remember: CHECK POWER EVERY HOUR TO MAINTAIN FULLY CHARGED BATTERIES.)

DS200 OPERATION PROCEDURES

The DS200 Scanner is the primary voting equipment that is used on Election Day in Broward County. Voters complete paper ballots at privacy booths and are then assisted by the VST, to feed the voted ballots into the scanner.

The DS200 tabulates contest results and captures images of ballots. Ballots are then automatically fed from the scanner into the lower ballot bin for collection and transport back to a regional site on election night.

Prior to returning to the regional site, the VST must ensure that all ballots are transferred to the clerk. The VST must also remove the election definition jump drive from the scanner, securing it into a case with other supplies and returning them to the designated Regional Site.

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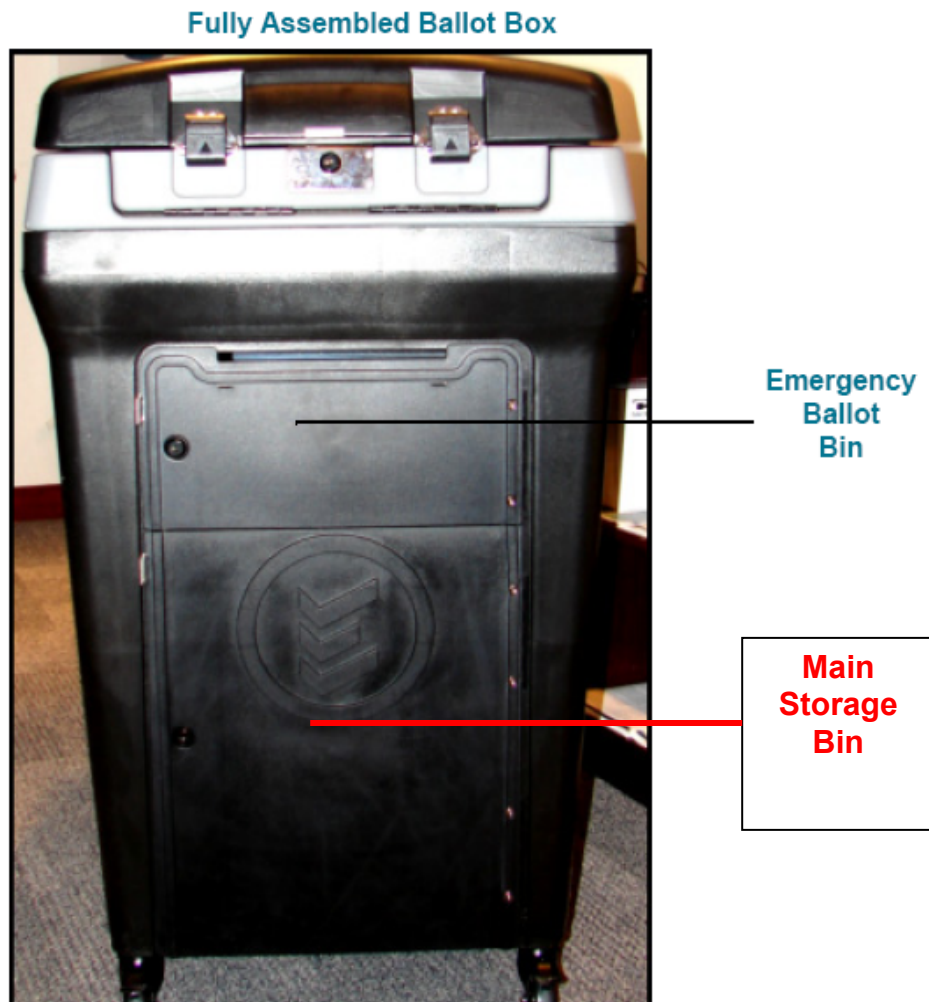
DS200 OPERATION PROCEDURES

The following pages describe step-by-step procedures for setting up and operating the DS200 scanner.

NOTE: *On Election morning, call your assigned Field VST and/or the Technical Support Call Center immediately to report any problems with the DS200 Unit.*

Preparing the DS200 Election Morning

The scanner is operated on a ballot box. The unit will already be assembled when you arrive at the precinct.



Your jump drive case located in the communications pack will contain two keys for unlocking the ballot box and the scanner. **First remove the blank ballots from the ballot box and give them to the Clerk.** Lock and reseal the bin and then complete the below power connections.

1. Use the ***Electrical Current Tester*** provided in your VST Supply Bag to confirm that there is power in the electrical outlet where the scanner will be plugged in.
2. One end of the power block will already be connected to the rear of the scanner (Verify by sliding the scanner forward) and the other end will be folded inside of the locked compartment at the top rear of the scanner case, that is attached to the ballot box.
3. Unlock that back door to have access to the power cord, unfold and plug in the cord into an electrical outlet. Verify that the silver bar is all the way down and snapped into the plastic holder.
4. Next unlock the top of the scanner case as shown below and follow the steps to initialize the system.



BALLOT BOX WITH LID OF SCANNER CASE RAISED.

Initializing the Election Definition

The scanner unit will already have a USB flash drive plugged into it.

1. Unlock the front of the DS200.



2. Flip up the LCD screen and the scanner will automatically turn on. (If it doesn't turn on, then open the left front compartment and press the power button for two seconds and release it. Also double check power connections.)



3. Various screens will be displayed temporarily on the monitor.
4. An initial state report will print. Do not remove it.

Open The Polls

When the following screen appears on the terminal, touch “**Open Polls**”.



The system will then perform a status check on internal memory and then look for possible errors in the flash drive.

One copy of the Zero report will then be printed (Sample on page 28).

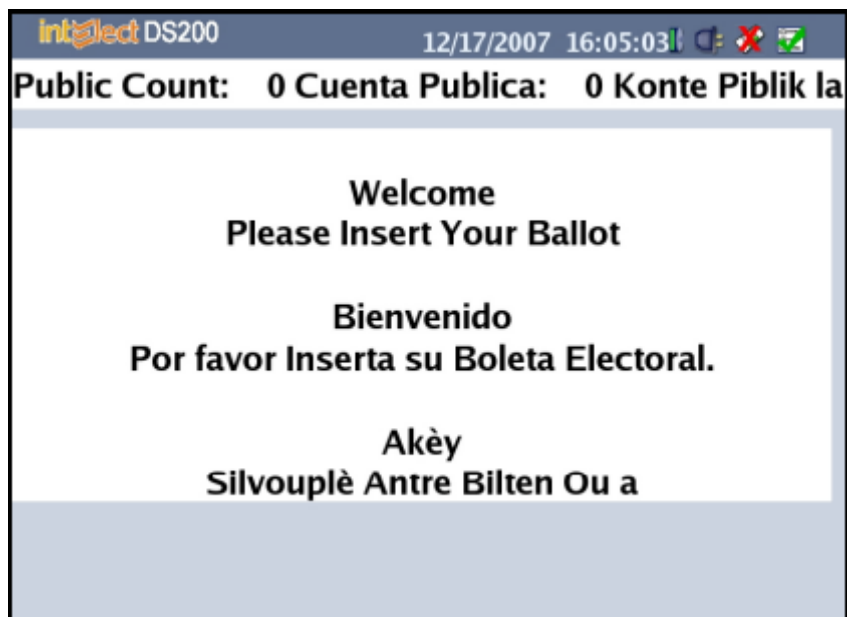
Do not attempt to print a second copy (Even if there's a paper jam and you only have a partial copy).

Verify the Precinct number, Time and Date and that the Total Ballots is zero, then match the information on the report to the posted wall ballot.

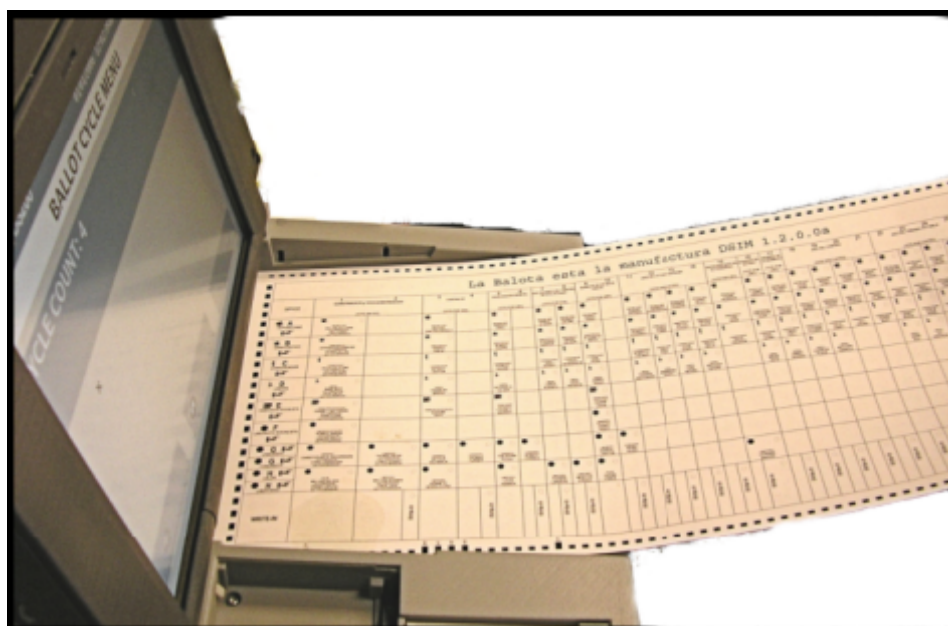
If any value is incorrect then report it to the Technical Support Call Center.

The one copy must be signed by the VST and all other poll workers and then placed into the Activator Case.

After the reports are printed, the following screen will be displayed to indicate that the scanner is now ready for scanning ballots. (Note: If you power up the terminal and this screen appears without you having to touch "Open Polls" then contact the Technical Support Call Center to receive instructions from a Supervisor)



The scanner is now ready for voters.



Sample Zero Report

The zero report prints automatically. When the polls are opened the tape lists the date and time that the polls opened, followed by the vote count for all of the contests and blank signature lines for all poll workers to sign.

Sample Zero Report

*** Zero Totals Report ***

11:03:10 06/19/2002

SAMPLE COUNTY

TEST ELECTION

POLLING PLACE 1

Election Date: November 11, 2000

Total Ballots: 0

Poll Voting Report

GOVERNOR

WILLIAM A. (BILL) ALLAIN0

BILLY M. DAVID0

EVELYN GANDY0

LONNIE C. JOHNSON0

MIKE P STURDIVANT0

Write In 0

Over Votes 0

Under Votes 0

Total Votes 0

AGRICULTURE AND COMMERCE COMMISSIONER

TROY MAJURE, JR.0

JIM BUCK ROSS0

CHARLES J.D. TILLMAN0

Write In 0

Over Votes 0

Under Votes 0

Total Votes 0

CITY COUNCIL

Number to Vote For: 0

ELIZABETH M. VERTERANO0

NICK DeROSA0

CONNIE MANGINO0

THOMAS P. COSTA0

EUGENE DeCAPRIO0

Write In 0

Over Votes 0

Under Votes 0

Total Votes 0

DATE AND TIME

PRECINCT #

ZERO TOTAL

CONTEST 1

CONTEST 2

CONTEST 3

Zero Report - Continued

WE, THE UNDERSIGNED, DO HEREBY CERTIFY
THAT THE ABOVE RESULTS ARE A TRUE AND
ACCURATE ACCOUNT OF ALL BALLOTS COUNTED
AND THAT ALL COUNTERS WERE ZERO (0)
WHEN THE POLLS OPENED AND THAT THE
ELECTION WAS HELD IN ACCORDANCE WITH
THE LAWS OF THE STATE.

ELECTION JUDGE

ELECTION JUDGE

ELECTION JUDGE

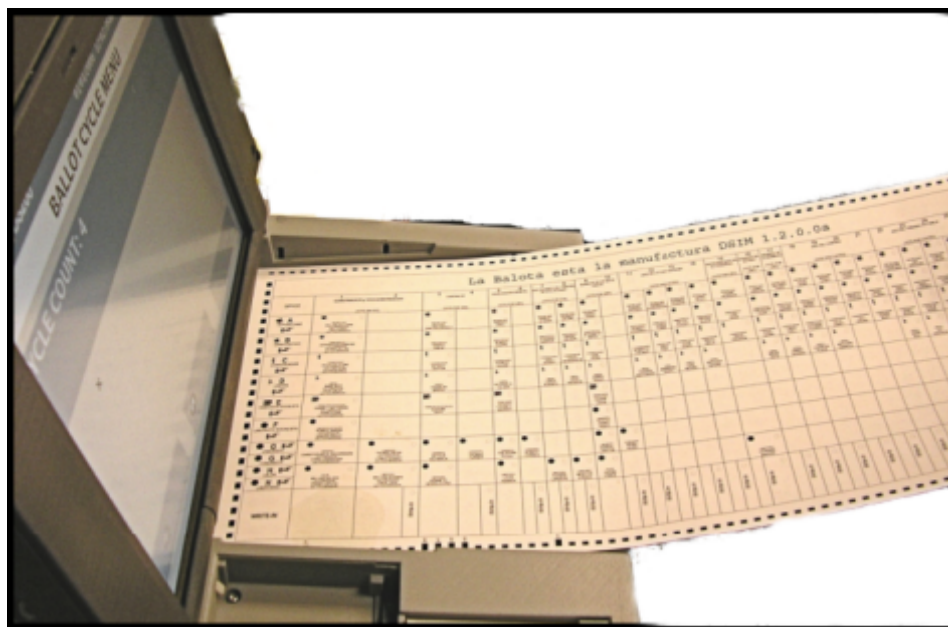
ELECTION JUDGE

ALL POLL WORKERS SIGN HERE.

Scanning Ballots

Voters will complete paper ballots and place them in a secrecy sleeve. The voter will then be directed to the VST or other designated poll worker to gain access to the scanner.

The VST or other designated poll worker will instruct voters how to insert their voted ballot into the scanner and the voter will then personally feed each ballot into the scanner.



The VST will assist the voter if any error messages appear on the scanner screen or if a ballot is returned to the voter.

RETURNED BALLOT INSTRUCTIONS - OVER VOTE SCENARIO

One possible scenario could be due to **over votes**. The scanner will then display **“3 races have too many votes including – Name of 1st Race”**. The voter must select “return” on the screen so the ballot is returned and then remove the ballot so they can check all contests to determine which were over voted.

The VST or designated poll worker will assist the voter with getting back to the front of the line to complete the scanning process, by giving them a **Ballot Modification Pass**.

BALLOT PATHWAY CONCERNS

If the pathway of the ballot is obstructed for any reason, then check the following areas to clear the path in the scanner.

Note: If the jam is due to a ballot being stuck in the pathway that leads from the scanner to the metal guides in the ballot box, then the scanner must be slid forward by unlocking the front retainer of the ballot box.

- 1. THE BLACK FLAP ABOVE THE AREA WHERE BALLOTS ARE INSERTED INTO THE SCANNER MAY BE LIFTED UP TO REMOVE ANY DEBRIS THAT MAY GET LODGED INTO THE AREA.**

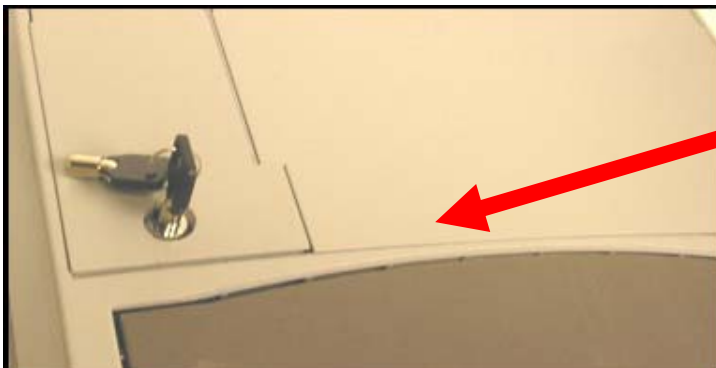


VST may lift this flap up & off to check for possible obstruction. Replace the lid when finished. Use supplied pressurized air to blow out any pieces of paper.

- 2. THIS STEP IS ONLY TO BE PERFORMED IF STEP 1 DID NOT CLEAR THE JAM. THE TECHNICAL CALL CENTER MUST BE NOTIFIED BEFORE PERFORMING THIS STEP.**

WARNING: THE SCANNER MUST BE TURNED OFF AND THE ELECTRICAL OUTLET UNPLUGGED BEFORE THE FOLLOWING STEPS CAN BE PERFORMED.

Unlock the rear access door on the back cover of the DS200. Once this door is unlocked and the back cover of the DS200 is raised, the ballot transport mechanism can be opened.



Back cover of DS200

Lift up the latches on the left and right side of the ballot transport.



Lift up the top cover to access the ballot transport.



At this point, any visible obstruction can be removed. Remember to re-close the cover and the keyed area before plugging in the power cord and turning the system on to continue voting.

EMERGENCY BALLOT STORAGE BIN

If there is a technical concern with power supply or scanner function, and the unit must be replaced, then voters must utilize the emergency bin until the scanner is functional.

(VST must notify Technical Call Center with any such concerns)

- **FIRST UNLOCK THE BIN & FOLD DOWN THE SILVER SLOT COVER TO REVEAL THE BALLOT ENTRY. LOCK AND RESEAL THE DOOR.**



- **VOTERS WILL THEN INSERT THEIR VOTED BALLOT INTO THE SLOT.**
- **WHEN THE LAST PERSON VOTES, THE VST WILL SCAN ANY BALLOTS THAT ARE IN THE EMERGENCY BIN AND THEN CLOSE THE POLLS ON THE DS200. ANY SCANNABLE BALLOTS MUST BE PLACED IN THE GOLD UNSCANNABLE BALLOT BAG FROM THE CLERK.**

REPLACEMENT OF THE DS200

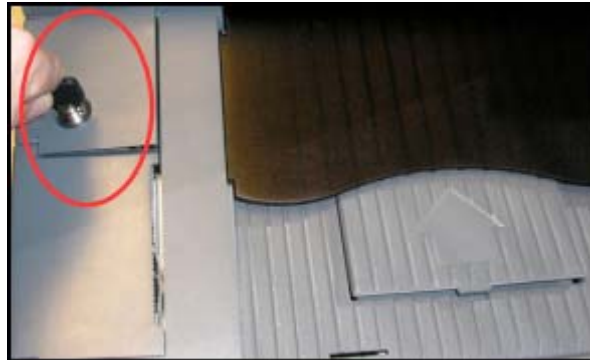
Follow the below procedures if the Scanner must be replaced.

- *Log the event into the Maintenance log. Include the serial numbers of both scanners.*
- *Complete a DS200 removal ticket.*
- *Power down the inoperative DS200 and remove the flash drive.*
- *Before connecting the power supply to the new scanner, insert the flash drive into the slot.*
- *Connect the power supply and power up the new scanner.*
- *Select **CONTINUE VOTING** when it shows on the screen.*

Calibration of Screen – By VST or FVST only

If the DS200 screen doesn't respond to touch, or if a screen other than the one you selected appears, the screen may need calibration. Follow the below steps to calibrate the screen.

1. Unlock the access door to the left side of the scanner.



2. Turn off the DS200 by pressing and holding down the Power button until the **System Shutdown** screen appears. Touch **Continue Power Down** and wait for the system to turn off.

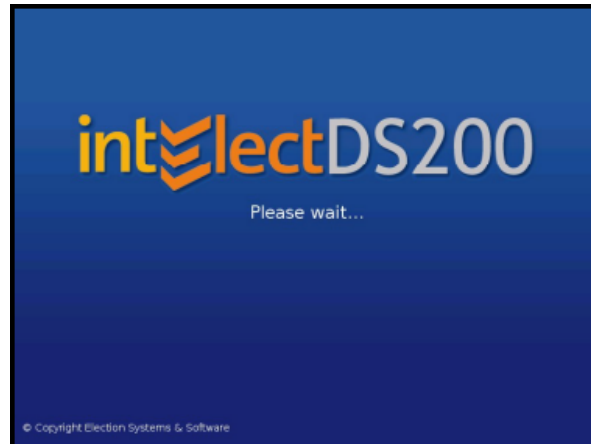


3. Press the power button to turn the DS200 back on.



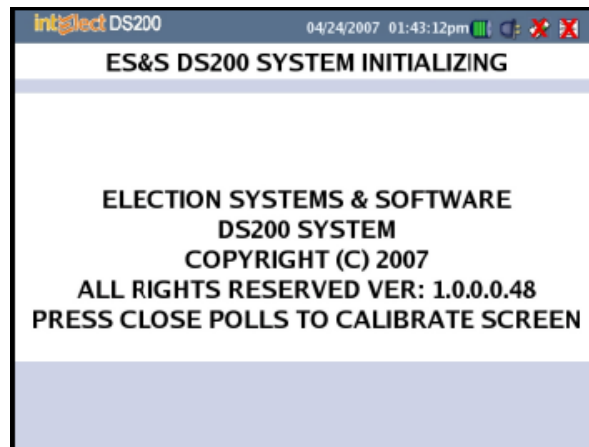
Calibration of Screen – Continued

The screen below will appear on the terminal when the system is powering up.



When you see the **Gray screen with the Black "X"** immediately press and hold the "Close Polls" button.

Immediately release the close polls button when you see the screen below.

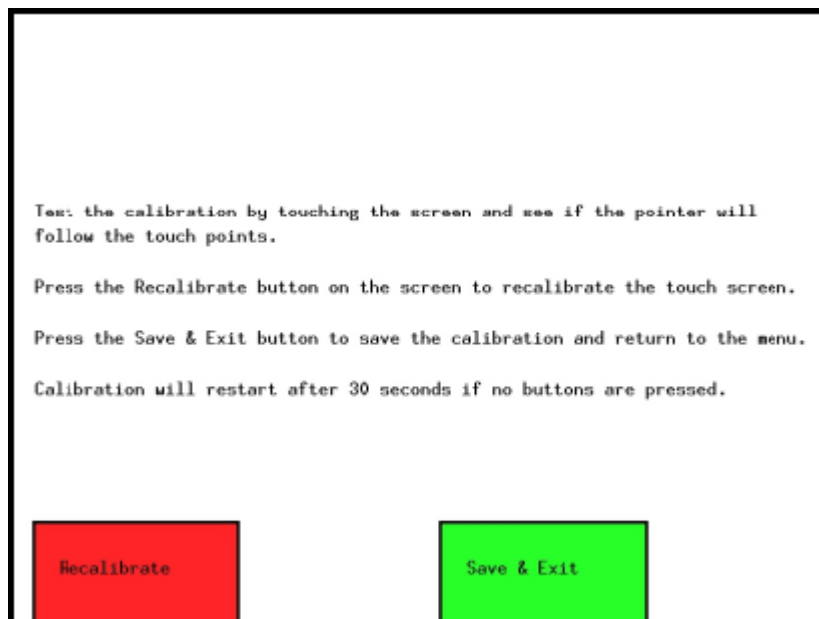


Calibration of Screen – Continued

The below calibration screen will then appear.

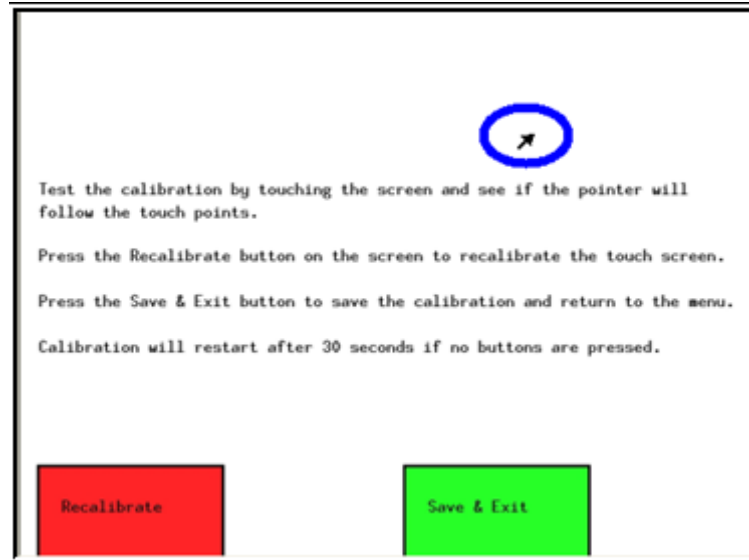
From the calibration screen, press the circle in the upper-left corner. The screen will then turn black while the circle is being touched.

Press the circle in the lower-right corner of the screen. The circle will turn black and the below confirmation screen will appear.



Calibration of Screen – Continued

Touch an area on the screen and a pointer will appear in the area you touched.
Touch the screen two more times in various places to verify.



Press **Save & Exit** to save the calibration setting. An initial state report will then be printed.

**(If the pointer appears anywhere other than where you touched,
Then press Recalibrate and repeat steps 6-8.)**

Advanced Scanner Calibration – Tech Call Center Initiation – FVST Only

The FVST may be called upon to calibrate the DS200 Scanner if there is a concern with the Election Definition. The Technical Support Call Center will initiate the process if it is required.

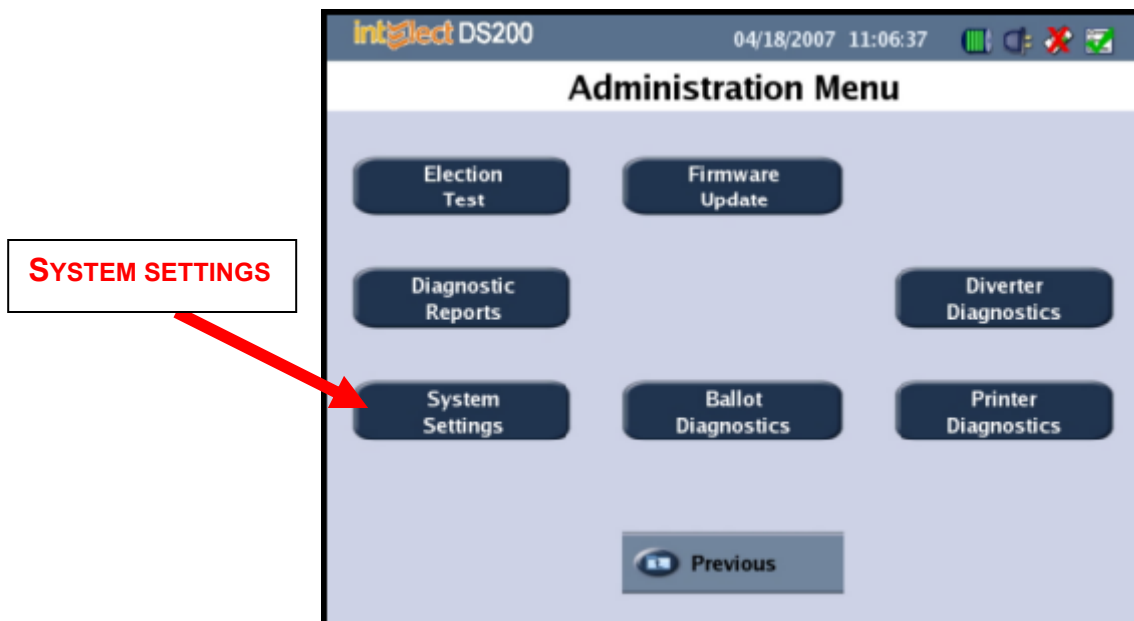
(FVST must make every attempt to keep the password confidential from all poll workers including the VST.)

A password must be entered before you can select system settings from the Administration Menu. The Technical Support Call Center will provide the password.



FVST OPERATION ONLY

Advanced Scanner Calibration - Continued

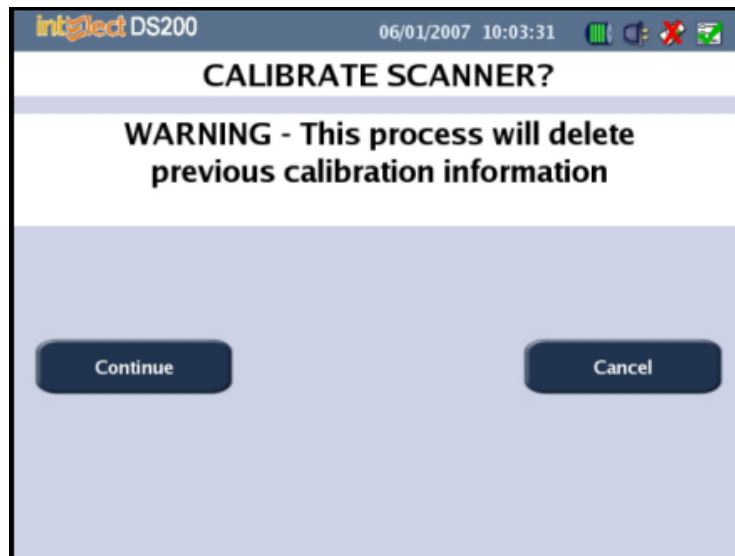


1. Select **Systems Settings**, you will then see the following screen.

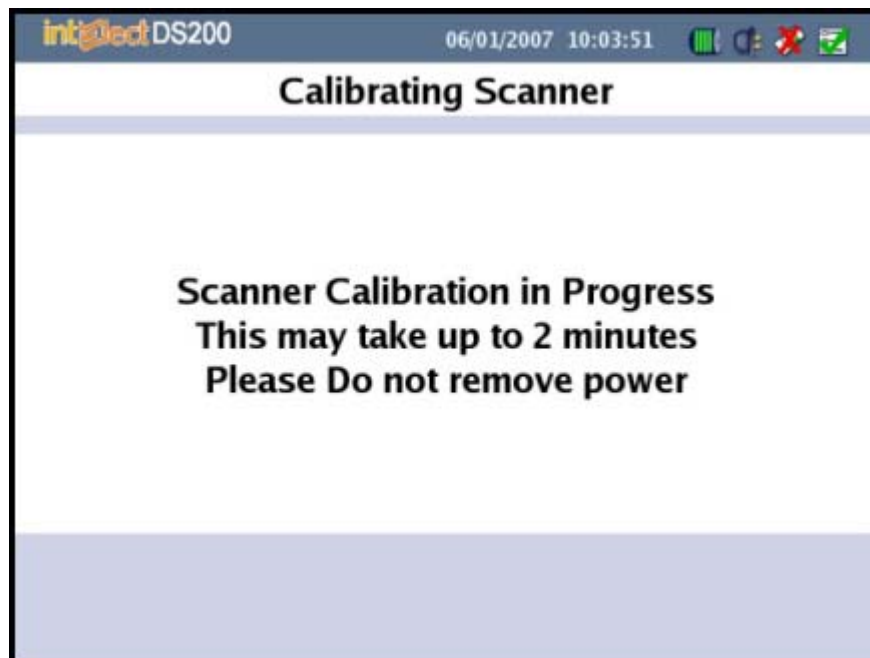


2. Press "**Calibrate Scanner**" to begin the process and the below screen will be displayed.

Advanced Scanner Calibration - Continued



3. Touch the continue button to begin the process and a status screen will then be displayed. See next page.



4. The scanner will automatically calibrate the system and inform you when the calibration is done.

Check Date and Time – Tech Support Call Center Initiation – FVST Only

If the date and time is not correct as shown on the zero report, the VST will notify the FVST who will then contact the Technical Support Call Center for further instructions.

The date and time can be adjusted by touching **Date & Time** from the system settings page.



Touch the selection that needs changing.



After changes have been made, press the **Previous** icon to access the **Set Time** screen below.

Check Date and Time - Continued



From this **SET TIME** window, you will now select one of the following options:

- Press **Accept New Time** to accept the new time and/or date setting.
- Press **Retry** to return to the Set Time & Date screen.
- Press **Cancel** to return to the System Settings screen. The DS200 will not save your changes and will revert back to the previous time setting.

Troubleshooting Guide

The below items are common scenarios you might encounter on Election Day. Other messages and error codes can be resolved by using the laminated reference guide that will be in your supplies.

1. System does not power up when screen is unlocked and lifted up.

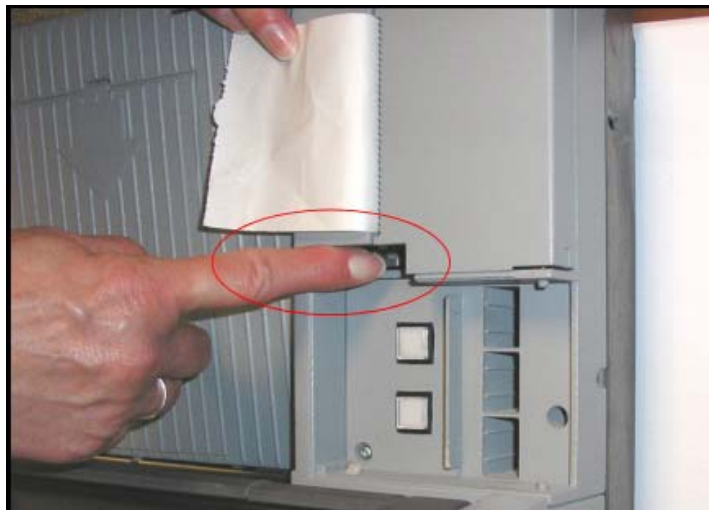
- *Check power connection at the rear of the scanner and verify that the power cord is plugged into an outlet.*
- *Use the circuit tester if it's necessary to verify power at the outlet.*

2. Screen shows “Election Definition not found”.

- *Open the side access and verify that a jump drive is plugged into one of the slots.*
- *If there is a jump drive, then press slightly on it to ensure that it is securely plugged into the slot. Use slot A if the jump drive is still not recognized.*
- *Contact the Technical Support Call Center if the jump drive is missing.*

3. Initial State or Zero Report does not print due to jam.

- *Open the side panel door to access the “**printer release**” tab.*



- *Lift the printer door and verify that tape is in the compartment. Tighten and straighten it if necessary.*
- *With the printer door open, and you facing the front of the scanner, the paper end should come up from the left side of the compartment.*
- *If paper is present and unit still doesn't print, then contact the Technical Support Call Center for instructions on running a printer diagnostic.*

4. Time or date on Initial State Report is incorrect.

- *Notify the FVST and the Technical Support Call Center. Do not attempt to change it.*

5. Terminal screen goes dark

- *Touch the screen to see if it lights up. Verify power connections to the scanner and electrical outlets.*
- *Verify that the jump drive is securely plugged into the slot.*

6. The DS200 is replaced during the day.

- *Log the unit into the Maintenance Log.*
- *Complete a DS200 removal ticket.*
- *Remove the jump drive from the original scanner and use it in the replacement unit.*

7. Screen does not respond to touch.

- *Perform standard calibration steps. (Only as a last resort: [Page 34](#))*

8. Ballot box is full.

- *Notify the Technical Support Call Center. The VST and the Clerk must then place the voted ballots from the main bin into the plastic containers at the precinct. The plastic container must be sealed.*
- *Full capacity of the ballot box will be determined by the total count displayed on the DS200 screen. The laminated reference guide in your supplies will have the value listed that you must check for on the DS200.*

9. Emergency Ballot Bin cannot hold additional ballots.

- *Get the Clerk as a witness and remove the ballots from the emergency bin and place them into the designated secure ballot container.*

(At the end of the day after the last voter has voted, the ballots from the emergency bin must be scanned. If any ballot will not scan then it must be placed into the unscanned ballot bag to be returned to the regional site by the Clerk.)

10. Frozen screen on the scanner.

- *If the screen freezes during any point in operation then notify the Technical Support Call Center and reboot the system by powering it down and then powering it up again.*

System Errors

Various errors can occur during the operation of the DS200 scanner. Some are user correctable and others require advanced troubleshooting.

The below listing consists of possible concerns that will require corrective action from the VST. Refer to the laminated reference guide in your VST supply bag, for assistance with other error messages & codes that might display on the DS200.

******If a ballot is rejected after several attempts to scan, then the VST will give the voter a ballot modification pass and direct voter to ballot table for replacement. The pass allows this voter to return to the front of line to deposit new ballot. ******

Ballot Counted But Not Stored

Cause: This message appears if a ballot is scanned and tabulated but something prevented it from dropping into the main storage bin.

Solution: Unlock the front lip of the Scanner case. Slide the scanner forward to gain access to the ballot and drop the ballot into the ballot slot located in the rear of the scanner case.

Ballot Jammed

Cause: This message appears if a ballot becomes trapped in the scanner's read area.

Solution: Check the back of the scanner to make sure that nothing has blocked the ballot path. Contact the Technical Support Call Center if you cannot resolve the problem.

Ballot Rejected: Election Media Full

Cause: This message appears if the USB flash drive is full and there is no more memory to write further election data to the flash drive. Results from the ballot currently Inserted in the machine are not added to the scanner's running total.

Solution: The system halts when counters are full. Shut down the DS200 and restart. Keep the USB flash drive loaded in the scanner. If the error continues, contact The Technical Support Call Center.

USB Flash Drive Not Inserted

Cause: This message appears if the USB flash drive is removed while the scanner attempts to access the card.

Solution: This condition causes the scanner to halt and may corrupt the data stored on the USB flash drive. Attempt to re-initialize the card by turning the system off, re-inserting the flash drive and turning the power back on. If this action fails, you may require a new USB flash drive. Try the same procedure with the backup USB flash drive (*In VST supplies*) programmed with a duplicate election definition. If the error continues, contact the Technical Support Call Center to request a backup scanner.

USB Driver Missing

Cause: The message appears if the scanner cannot access the USB flash drive driver.

Solution: This condition causes a system halt. Contact the Technical Support Call Center to request a backup scanner.

System Halted

Cause: This message indicates the system has halted.

Solution: Restart the counter by powering down the scanner and then back ON. If the scanner does not restart, contact the Technical Support Call Center to request a backup scanner.

Unable To Close Election

Cause: This message appears if scanner software fails to access the USB flash drive when you attempt to close the election.

Solution: Check the USB flash drive for proper installation. If the card is installed properly, the card may be defective or another hardware fault may have occurred. If the problem continues, contact the Technical Support Call Center.

Voltage Too Low

Cause: This message appears if the scanner's battery voltage falls below the acceptable operating level.

Solution: Check the 120-volt A/C outlet with your supplied circuit tester. Verify that the other end is securely plugged into the power block, which is located at the rear of the scanner case. Slide the scanner forward on the tracks to check that the power connector at the back of the scanner is firmly attached. If all of the above checks out contact the Technical Support Call Center. The battery may have to be replaced.

Warning-The unit is on Battery Power

Cause: This message appears if the AC connection in the back of the machine has been unplugged or if the scanner's outlet fails to receive power.

Solution: Check the power cord connections to the scanner and wall outlet. Contact the Technical Support Call Center if the scanner continues to run on battery power after properly plugging it in.

Closing the Polls

When the last voter has inserted their voted ballot the VST will then begin preparations to close the polls on the DS200.

1. Call the FVST to report the precinct is in a **"Closed"** Status.
2. Go to the Clerk and get the containers which will hold the scanned voted ballots (Blue Bag) and any ballots which could not be scanned (Yellow Bag).
3. Next, the Emergency Bin must be checked for ballots and the VST must scan them into the scanner. Any ballot that cannot be scanned must be placed in the designated carrier (Yellow Bag) which the VST obtained from the Clerk.
4. The VST must then lift the cover to the emergency bin slot and lock the door.
5. Press and release the **Close Polls** button. The DS200 will automatically print two results report which must be signed by the poll workers, one copy must be posted outside the precinct and the other copy placed in the activator case.
6. Next, the VST must then unlock the door to the main ballot storage area and remove the voted ballots, and place those voted ballots into the designated carrier (Blue Bag).
7. The VST and Clerk must then fill out the Ballot Report Form, sign it and then have the clerk verify that all ballots have been removed from the ballot box storage areas. The clerk will sign the form and take possession of the ballots for transporting them to the regional site.
(Clerk / VST must get assistance from a poll worker to handle heavy materials. Use safety techniques like bending at the knee or keeping back straight, when shifting, moving or carrying any heavy item.)
8. The VST will then close and lock the main storage access door.
9. Next, the VST will unlock the access door to the left side of the DS200 scanner.



**CLOSE THE POLLS
BUTTON**

10. After the results tape prints, press Shutdown on the touch screen.
11. Remove the USB flash drive from the DS200 and place it in the jump drive container with EVID jump drives, and then in the PEB Case along with the flash card from the Ivotronic, the zero and all results reports which you will obtain from Closing the Polls on the Ivotronic Terminal.
12. Proceed to page 69 and follow the procedures to Close The Polls on the ADA Ivotronic terminal.

Note: You will be reminded of this again on page 72. Before sealing the PEB case, verify the following have been placed in the case:

- Green Master PEB
- All red PEBS
- Ivotronic Flash Card
- EVID jump drives
- DS200 jump drives
- DS200 keys
- Zero tape from Ivo and DS200
- Results tape from Ivo and DS200 & EVIDs

Totals Report Sample

Precinct Report

The precinct report displays the results for every contest voted on the scanner broken down by precinct.

Sample Precinct Report—Summary Format

*** Voting Results Report ***

10:48:54 06/19-2002

Wisconsin Certification

Wisconsin Open Primary 17/41

0001 POLLING PLACE 1 0001

Election Date: July 4, 2002

Total Ballots: 4

Precinct Voting Report

WARD 1

Total Ballots1

Ballots for Code00001-01-01

PARTY PREFERENCE

DEMOCRAT0

REPUBLICAN1

WISCONSIN GREEN0

LIBERTARIAN0

Over Votes 0

Under Votes 0

.....
Total Votes 1

(REP) GOVERNOR

CHUCK HALE1

Write In 0

Over Votes 0

Under Votes 0

.....
Total Votes 1

(REP) LIEUTENANT GOVERNOR

MICK FLEETWOOD0

Write In 0

Over Votes 0

Under Votes 1

.....
Total Votes 1

NONPARTISAN JUDICIAL RACE

JUDICIAL CANDIDATE 11

Over Votes 0

Under Votes 0

.....
Total Votes 1



TOTAL BALLOTS

Broward County Supervisor of Elections
VST Certification Training
DS200 & ADA Hands-on Exercise

Print Name: _____ **Date** _____

You can do it! You're a winner!

1. Remove ballots from ballot box.
2. Unlock scanner case and follow instructions on page 25-28 to open the polls. Print zero tape, sign it and place it in the activator case.
3. Verify and circle the **Total Number Voting** on the startup report is zero.
4. Follow the instructions on pages 57-58 to Open the ADA terminal and print a zero tape. Sign it and place it in the activator case.

5. Scan ballot pages 1 of your ballot package into the DS200.
6. Insert page 2 as if voter was unaware that the ballot is blank and respond according to procedure.
7. Insert page 3, notify available trainer and respond accordingly
8. Insert page 4 and respond accordingly as if the ballot is damaged and correct proce for paper jam.
9. To simulate what must be done if the Scanner malfunctions and needs to be replaced. Call over a trainer.
10. Practice correcting a printer paper jam or replacing the printer paper. Pages 43 & 44.
11. Perform calibration on the DS200. (Page 34)
12. On the ADA terminal activate a regular ballot and do a write-in on page 1 of the ballot, using your first and last name.
13. Scan ballot page 5 and react accordingly to procedures for over vote.

14. **For training purposes only!** Change the year to 2014 on the ADA terminal. (P60).
15. The last voter has voted and status call #3 has been made. Follow procedures for emergency bin on closing and secure unscanned ballots in gold bag.
16. Follow the instructions on P48 & 49 to Close the Polls, placing all applicable items into the activator case.
17. Write in **Total Number Voting** _____ (from DS200 Totals Tape here)
18. Follow the instructions on page 69-72 to close the polls on the ADA terminal.
19. Write in **Total Ballots Cast** here _____ (from Ivo Total tape)

20. Secure all required items in Activator case & contact trainer for review.
21. Return to seats with activator case, complete paper work in folder and proceed to check out table.

Thank you for doing your best!

Lab practice is available!

Broward County Supervisor of Elections
VST Certification Training
DS200 & ADA Procedure Quiz

Print Name: _____ **Date** _____

You can do it! You're a winner!

When you unlock the rear of the ballot box, what items should you check?

- A) Power cord B) Silver Bar C) Both D) Neither

After the blank ballots are removed from the ballot box, the lower bin should be resealed with a seal from the _____

You power up the DS200 and it shows Election Definition Not Found. You should 1) Shut the unit down. 2) Push lightly on the jump drive to see that it is fully inserted or 3) Disconnect the power cord. Circle the correct choice.

Where should the DS200 Zero Tape be placed? _____

If the printer jams when the Initial State Report is printing you should Open the printer compartment and clear the jam by making sure the paper is straight and tightly on the spool.
T or F

Who inserts the ballot into the DS200? The

- A) Poll Worker B) Poll Deputy C) Voter D) VST

If the voter attempts to scan a ballot with the stub attached, who removes the stub?

Before activating an Audio ballot on the ADA terminal the 1st step is to contact the
____ Poll Deputy ____ FVST ____ Tech Team

Who can activate a visual ballot on the ADA terminal for a disabled voter? A) VST B) Inspector C) FVST D) A & B

How many copies of the zero or totals tape will the Ivotronic terminal print on Election Day? _____

One of the three Ivotronic Totals Tape should be posted where the sun, moon and stars can shine on it. T or F

If the DS200 prints one Total Tape, what ICON should you choose?

- A) Shut down B) Reprint C) Results Report D) Reopen polls

The list of items for placing into the activator case can be found. A) In the VST manual B) The Clerk C) On the Case. Circle the correct choices.

What should the VST return to the Regional site with on election Night?

Thank you for doing your best!

Lab practice is available!

Notes

ADA Ivotronic PROCEDURES

The ADA (American Disabilities Act) Ivotronic touch screen terminal is used to assist voters who need to hear an audio ballot or visually see a ballot and make selections with their finger or a stylus. There will be one ADA terminal assigned to each precinct. Voters who indicate that they cannot complete a paper ballot will be directed to the ADA terminal and the VST will activate the terminal to allow the voter to hear and make selections on the ADA terminal.

Similar to the DS200, the VST is the primary poll worker to setup, open the polls, troubleshoot the system and close the polls on the system at the end of the day. Totals Tape, activation devices and memory cards must also be collected and secured for return to a designated regional site after closing of the polls.

The following pages describe step-by-step procedures for setting up and operating the ADA iVotronic terminal.

NOTE: On Election morning, call your assigned Field VST and/or the Technical Support Call Center immediately to report any problems with the ADA iVotronic unit.

iVotronic Operating Instructions

The following pages describe step-by-step procedures for setting up and operating the iVotronics.

NOTE: On Election morning, call your assigned Field VST and/or the Technical Support Call Center immediately to report any problems with the iVotronics units. Unit may need to be changed out before polls open.

Assembling the iVotronic Booth

The iVotronic voting machine has two parts – the suitcase booth and the iVotronic terminal nestled inside the booth. Both parts together weigh about 50 pounds. Ideally, once assembled, two people will stand the booth. Each person should read the instructions to ensure no steps are missed during the assembly process. Ballot

5. Lay the case down, with retractable handle side to the floor.
6. Open the compartment that secures the legs and electric cord by sliding the latch to the right. Latches are blue on regular iVotronics and red on the Audio unit.
7. Remove each leg and assemble by fitting the smaller metal tube into the larger end of the tube.
8. Close the compartment lid and slide the latch to the left.
9. Return the unit to the carry position (standing on one side, handles up) and insert the black tipped end of the assembled legs into the leg wells located at each corner of the unit bottom.

*The legs go in at a slight angle (black tipped end only) for better stability while the units are standing. Give each leg a firm push and twist **clockwise** to ensure it is fully seated in the well.*

10. Turn booth on its side. With a partner, each of you securely grasp one leg with each hand, near base of booth, and stand booth upright. Position booths so the side with two latches is facing forward. (Carry handle, with unbroken seal, will be on your right, when facing the unit.)
11. Unwind the electric cord and lay it to the side, ensuring it passes through the notch in the case.



Step 1



Steps 2, 3, 4



Step 5



Steps 6 and 7

12. Use the **Electrical Current Tester** provided in your VST Supply Bag to confirm that there is power in the electrical outlet where the iVotronic booths will be plugged. Plug the first booth into the wall outlet.



IMPORTANT NOTE: If you do not have a wall outlet for each iVotronic booth, you may “daisy-chain” booths to one iVotronic plugged into the wall outlet by: Up to ten terminals may be daisy chained.



Booths must remain sealed. Next steps are for Election morning.

AFTER COMPLETING THE ADA TERMINAL SET UP. FOLLOW SIMILAR ASSEMBLY PROCEDURES FOR THE PRIVACY BOOTHS WHICH ARE USED BY VOTERS TO DARKEN IN THE OVALS ON PAPER BALLOTS.

ELECTION MORNING (Complete iVotronic set-up if necessary.)

13. Cut seal from booth handle, with a witness.
14. Unlatch the two latches by pulling down and out on them.
15. Open the lid to the case to a full 90° angle. (ADA Unit)
16. Raise the back flap, then the left and right flaps to complete the booth setup. Lock the side flaps into the case lid by securely clicking the notch into the lid. This will prevent the booth flaps from collapsing during operation.
17. The iVotronic terminal is nested in the case. Lift the terminal and extend the metal stand that allows the terminal to incline for easier viewing and proper air circulation.
18. Before returning the terminal to the booth, notice the available ports in the top edge of the terminal. The power supply plugs into the round port directly behind the “T” in **VOTE** button.



19. The port labeled “compact flash” should have a flash card installed and a security seal over it.

NOTE: Do not attempt to remove or otherwise tamper with this card. If card or seal is not present or tampered with, call the Technical Support Call Center immediately!

20. Return the terminal to the booth and insert the power supply connector. Ensure that it is fully pushed into the round port so the terminal battery will properly charge throughout the day.

Opening the Polls - New Procedure

“Opening the Polls” means opening the ADA iVotronic unit for voting.

Important:

If you did not complete the steps on the preceding two pages, do so now.

1. Go to the ADA unit you set-up after removing the seal, and unplug the terminal from the power supply (the cord behind the “T” in **VOTE**), then place the terminal on a table next to the Communications Pack.
2. With witness cut seal from the Communications Pack and remove the **Green** Master PEB.
3. Insert the **Green** Master PEB into the ADA unit that is on the table and a **Power Status** message will appear.



4. Continue to wait and the screen messages will remind you to..**DO NOT REMOVE PEB.**
5. When the screen displays “**Verify Polling Location**” confirm the polling place listed as your assigned precinct (e.g. R015) and press the **green “Yes”** box.

Note: If your assigned precinct does not display on the screen, press **red “No”** box and get a Red PEB from the Clerk to open polls. If the iVotronic screen still does not display your assigned precinct when using the Red PEB, then call the Technical Support Call Center, immediately.

6. When the screen displays “**You must remove PEB now to continue opening the terminal.**” remove PEB.
7. When you see “**Terminal opening successful!**” **Do not** press the vote button to exit..
8. Go to next page for “**Printing the Zero Tapes.**”

Note: If the vote button was accidentally pressed then refer to page 78 for instructions on printing a zero tape.

Printing Zero Tapes – New Procedure

1. REINSERT the **Green** Master PEB.
2. Touch the screen to Select “**Print polling location zero tapes now?**”
3. “**Warning Do not remove the PEB**” will show on the screen followed by the 4 print steps.
4. Follow each step to setup the printer. **(Make sure you follow step by step)**
5. Three copies of the tapes should print.

Note: *If three copies of the tape do not print, press “**YES**” when the screen prompts “**Do you want to print another?**”*

6. After successfully printing zero tapes and selecting NO to the prompt to reprint.
7. The screen will then change and you will have the option to select “**Done.**”
8. You will then be reminded to switch the printer off and touch the screen to continue.
9. After touching the screen the terminal will then turn black and a message will appear at the bottom, directing you to remove the PEB and indicating that the terminal is now open.
10. Place the **Green** Master PEB back inside the Communications Pack.
11. **Verify the Zero Tape report:**
 - a. Review the printed Zero Tapes and make sure that the three items below “**Ballot Statistics**” on the report are “0” - NOT negative or NOT positive. *Call immediately if this is **not** the case.*
 - b. Compare the printed report to the wall ballot posted by the Clerk, and verify that the ballot items on the report match the ballot items on the wall ballot. *Call immediately if this is **not** the case.*
12. Once tapes are verified, sign all copies and give to Clerk for other signatures.
13. Disconnect from the ADA terminal from the communications Pack.
14. Return terminal to the booth, reconnect power supply and extend metal stand under terminal to keep iVotronic tilted for proper airflow.
15. **Post one copy of signed tapes inside the precinct next to the wall ballot** and keep other two copies with **Green** Master PEB in the communications pack until close.
16. Check with the EVID operator to make sure that **EVID** is up and ready, then Call the FVST to report that you are “**Voter Ready.**”

Zero Tape Samples

(**CORRECT** Zero Tape Sample)

Terminal S/N: V5101299-C
PEB S/N PS120850- (FMW 1.07)
Software Version 8.0.1.2
Created 05/12/05 14:15
Copyright ES&S, Inc. 1993-2003
All Rights Reserved
Diagnostic check completed: OK
iVotronic I

SOE Demonstration Ballot with Write in
POLLING LOCATION ZERO TAPE

Number of Terminals Opened: 1
Individual Voter Terminal Data
S/N V5101299

PRECINCT: PRECINCT A001
Public Count:
Ballot Style Counts
Ballot Style #1

COUNCIL SEAT 4
(Vote for 1) Total:
Thomas JEFFERSON
Abraham LINCOLN

>Write-ins in above contest:
UnderVotes For Above contest:

COUNCIL SEAT 5
(Vote for 1) Total:
Betsy ROSS
George WASHINGTON

>Write-ins in above contest:
UnderVotes For Above contest:

PROPERTY PURCHASE CO WIDE
(Vote for 1) Total:
FOR BONDS
AGAINST BONDS
UnderVotes For Above contest:

Time/Date: 08:33:27 12/19/2005
Signature: _____
Signature: _____
Signature: _____
Signature: _____

**Remember to match
the information with
what's on the wall
ballot.**

(**INCORRECT** Zero Tape Sample)

Terminal S/N: V102382-A
PEB S/N PS104583-B
Software Version 8.0.0.0
Created 10/14/03 8:30
Copyright ES&S, Inc. 1993-2003
All Rights Reserved
Diagnostic check completed: OK
iVotronic I
Bexar County Test Ballot 1.5 iVotronic
POLLING LOCATION ZERO TAPE

Total Public Count: **-15478954256**
Number of Terminals Opened: 1
Individual Voter Terminal Data
S/N V102382
Public Count: 0
Protective Count 53
OPENED: 11:49:17 10/10/2003
NOT CLOSED

PRECINCT: PRECINCT 1
Public Count: 0
Party Counts
REPUBLICAN PARTY 0
DEMOCRATIC PARTY 0
Non-Partisan 0
Ballot Style Counts
Ballot Style #1 0
Ballot Style #2 0
Straight Party
(Vote for 1) Total: **45896410**
REP-Republican 0
DEM-Democratic 0
LIB-Libertarian 0
GRN-Green 0
Under votes for Above contest: 0
President and Vice President
(Vote for 1) Total: **-678954365**
REP-Zachary Daniels 0
DEM-Gary Alberts 0
LIB-Harry Bramson 0
GRN-Randal Newton 0
IND-Pat Bronson 0
>Write-ins in above contest: 0
UnderVotes For Above contest: 0
Time/Date: 12:00:45 10/10/2003
Signature: _____
Signature: _____
Signature: _____

Checking/Adjusting the Date and Time – New Procedure

On Election Day, polls are open from 7:00am until 7pm. If a ballot must be activated after 7pm, the Close Option Menu will appear on the screen. If the time is off then the menu will show up too early or not at all. The correct date and time must be verified.

Follow these steps to check and/or adjust Date/Time on the iVotronic terminal.

1. Press and hold the red **VOTE** button at the top of the terminal.
2. While still holding the red **VOTE** button down, insert the **Green** Master PEB into the terminal.
3. When the terminal “chirps,” remove your finger from the red **VOTE** button. DO NOT REMOVE THE PEB!
4. The TERMINAL MENU will then appear. Select the 3rd option down, which is **Setup & Configuration**.
5. The next screen will display “*PLEASE ENTER SERVICE MENU PASSWORD.*”
6. Touch the letters **SVCSVC** and then touch **[OK]**.
7. The terminal will advance to the “*SETUP AND CONFIGURATION MENU*” screen.
8. Touch the second option, **Configure Terminal >>**.
9. The screen will then show the CONFIGURE TERMINAL menu
10. Touch the 1st option which is **Set Time and Date**.
11. The screen displays ENTER TIME IN 24 HOUR FORMAT. PRESS AND HOLD TO CHANGE VALUE.
12. The time and date as they appear on the terminal will be displayed. You will see boxes above and below each numeral. Use these boxes to correct discrepancies in date and/or time.
13. Touch the box above the number to make the number go higher. Touch the box below the number to make the number go lower.
14. Press “**□ DONE**” to the far right when you have adjusted the date/time.
15. The screen will display the CONFIGURE TERMINAL screen.
16. Remove the **Green** Master PEB and press the **VOTE** button to power down.
17. If you had to adjust the time or date for any discrepancy, you must record information on the “**Maintenance Log**” located in your VST folder.

Using the Audio iVotronic

Use these procedures to accommodate voters who are visually-impaired.

Each precinct will have one audio iVotronic unit. The audio iVotronic is primarily intended for use by voters with visual impairments. **(Only the VST or the Field VST will administer the audio ballot.)**

This iVotronic terminal has several features to help visually impaired voters navigate through the ballot and make their selections. These features include:

- GEOMETRIC SHAPED BUTTONS
- BRAILLE COMMANDS
- AUDIO CAPABILITY. THE TERMINAL HAS A PLACE TO PLUG IN HEADPHONES, ENABLING THE VOTER TO LISTEN TO THE BALLOT BEING READ ALOUD.
- THERE ARE ALSO AUDIO PROMPTS INSTRUCTING THE VOTER ON HOW TO USE THE BUTTONS TO NAVIGATE, MAKE SELECTIONS, AND FINALLY CAST THEIR BALLOT.

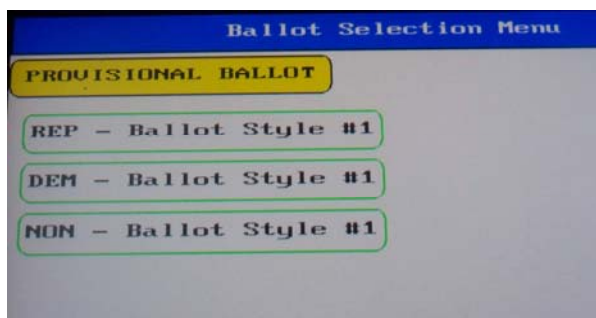
To activate an audio ballot, follow these steps.

(The VST or the Field VST will administer the audio ballot.)

1. Call your Field VST to advise that you will be administering an audio ballot.
(The FVST must be available to cover the VST's duties while VST administers the audio ballot.)

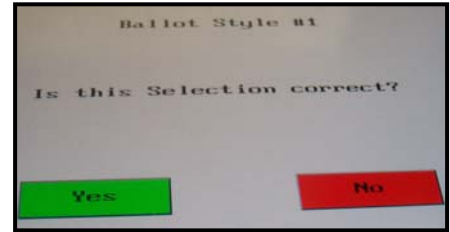
NOTE: The VST may request that the FVST administer the audio ballot for the voter.

2. Introduce yourself by name and confirm with the voter that they want to use an audio ballot.
3. Explain the layout and functionality of the Audio iVotronic terminal to the visually impaired voter. *(Do this by using a clockwise method of reference to describe where the buttons are located as demonstrated in training class.)*
4. Insert the **Red** PEB into the terminal.
5. On the “**Ballot Selection menu**” screen, select the appropriate ballot for the vote



Note: If you chose the provisional ballot option in error, touch “☐ Cancel” to return to previous screen and make the correct choice.


6. Once you have selected the appropriate ballot for the voter, the screen will prompt you to confirm the choice by displaying the “**Ballot Selection**” screen.



7. Confirm displayed ballot style on this “**Ballot Selection**” screen by selecting the **green “YES”** box.

*(Note: If you have made a selection error, touch the **red “NO”** box to make correct choice.)*






The next screen will give instructions for selecting an audio ballot.

8. When the screen appears, direct the VOTER to press the diamond  shaped button to select an audio ballot. *(This reminds voter of button location you demonstrated earlier.)*








To cancel a visual ballot that is activated in error, use the instructions on page 66 to cancel the ballot.

THESE INSTRUCTIONS ARE WHAT THE VOTER HEARS. THEY ARE HELPFUL TO THE VST WHEN ADMINISTERING THE AUDIO BALLOT.



Language Selection instructions

1. The voter will be prompted to select a ballot language using the up & down arrows   and the diamond  shaped button.
2. Once instructions end, the voter may listen to the instructions again by pressing the triangle up button , OR the voter may begin making ballot selections by pressing the diamond  shaped button.


Contest Selection instructions

3. For each contest, the audio message will prompt you with the office title, the number of candidates that you can select for the office and the number of candidates running for the office.
4. Press the diamond  shaped button to vote the contest or the down  button to move to the next contest.
5. When the voter selects a contest, the audio message will provide a vocal cue informing the voter of which candidate is highlighted and the candidate's ballot position.
6. The voter will need to press the down  button to advance to the next candidate or press the diamond  shaped button to select the highlighted candidate.
7. The voter may press the diamond  shaped button again to cancel the candidate selection or press either the triangle up  or down  button to continue moving through the ballot.

Write in candidate instructions

8. The voter may vote for a write-in candidate by pressing the diamond  shaped button to select the write-in candidate option and then scrolling through letters from an audible alphabet and selecting the appropriate letters using the diamond  shaped button to spell the name of the write-in candidate.
9. When the voter reaches the end of the ballot, the audio message will prompt the voter to either cast the ballot or return to voting.

Ballot casting instructions

10. If the voter presses the VOTE button to cast the ballot, then the next prompt will ask the voter to confirm that they are indeed ready to cast their ballot, by pressing the VOTE button a second time.
11. If the voter is NOT ready to cast the ballot, the voter will press the triangle up button  , to return to the beginning of the ballot. This step is used by the voter who wants to review the ballot selections before casting the ballot.
12. After the review above, the voter is prompted to press the VOTE button to cast the ballot, and then is asked to confirm the casting of the ballot, by pressing the VOTE button a second time.
13. Once the ballot has been cast, the voter will hear a message thanking them for voting.

REVISED information for activating and administering the Audio Ballot for the voter may be provided with your VST supplies on distribution day at your assigned Regional Site.

Calibrating an iVotronic Terminal – New Procedure

If the VST is having trouble make selections on the screen, you may need to calibrate the unit before the touch screen will respond properly. Follow the steps below to perform this function.

1. Press and hold down the **VOTE** button at the top of the terminal and insert the **Green** Master PEB into the terminal.
2. When the terminal “chirps,” remove your finger from the **VOTE** button. DO NOT REMOVE THE PEB! The TERMINAL MENU will then appear.
3. Touch the **VOTE** button to begin the calibration. The words TOUCH SCREEN CALIBRATION will appear on the screen.
4. Touch the **VOTE** button to continue the calibration.
5. You will see a small boxed **X** in the top left-hand corner of the screen. Touch the box with your finger. *Do not use any other item to touch the screen.*
6. The box will jump to the right. Again touch the box to continue with calibration.
7. As the box continues to jump around the perimeter of the screen, continue touching it until VERIFY SCREEN CALIBRATION shows on the display.
8. Using your finger touch anywhere on the screen, the **X** should appear directly underneath the point where you touched. Do this five times.
9. Touch the **VOTE** button to continue the calibration. The screen will display the words SAVING SCREEN CALIBRATION and have a boxed **X** near the top center.
10. Touch the boxed **X** to exit and save the calibration.
11. Remove the **Green** Master PEB, and press the **VOTE** button to power down terminal.
12. Log information on the “**Maintenance Log.**”

Casting a ballot for a Voter who left

If while administering an audio ballot, a voter forgets to press the vote button to cast a ballot, then two poll workers of different political parties must cast the ballot using the procedure below.

1. The poll worker who finds the terminal with an uncasted ballot, must first go to the Clerk and obtain the Cast Cancel Log. They must then get the assistance from a poll worker with a different political party to witness the procedure.
2. One of the poll workers should insert and leave the **Red** PEB in the terminal.
3. The screen will indicate, **“Last ballot was not cast.”** Select ☒ **Cast Ballot**.
4. The next screen entitled, **“Cast Ballot”** is a confirmation, select ☒ **YES**.
5. The terminal will beep and the screen will display **“Your ballot has been cast. Thank You for Voting”** to appear.
6. Remove **Red** PEB.
7. Log the ballot cast on the **“Cast/Cancel Log”** (See sample below.)

Remember:

Always follow the above procedure to cast a ballot for a voter who forgot left. Never touch the vote button.

IMPORTANT: If the voter has chosen a language and abandons the ballot, without making any selections you must **CAST THIS BALLOT** using the procedure above.



CAST/CANCEL LOG

Election Date: _____

Remember to insert PEB. Please Print.

Cast or Cancel for only reasons listed below (Check One ☒)

Precinct #: _____

iVotronic Serial # (S#) Asset Tag # (A#)	Cast <input checked="" type="checkbox"/>	Cancel <input checked="" type="checkbox"/>	Time	1 st Pollworker Name (Please Print)	2 nd Pollworker Name (Please Print)
S# V 5101299-C	<input checked="" type="checkbox"/> Voter left without pushin g Vote button	<input type="checkbox"/> VST/Inspector Error <input type="checkbox"/> Wrong Language Selected <input type="checkbox"/> Wrong Ballot Style Selected <input type="checkbox"/> Provisional Ballet selected in error <input type="checkbox"/> iVotronic Calibration, Beeping, Chirping, Low Battery	11 : 29 <input checked="" type="checkbox"/> AM <input type="checkbox"/> PM	Lucy Toro	Bethany Lamar
A# 268060					

Canceling a ballot activated in error

If a voter chooses the wrong language for their ballot: a poll worker activates a ballot in error an incorrect ballot for the voter, the ballot must be canceled with the following procedures.

1. First, if the voter is waiting and another iVotronic is available, verify the voter's ballot style from the EVID voting pass, and activate another ballot for the voter.
2. Go to the Clerk and get the Cast Cancel Log,
3. Get another poll worker (preferably of a different political party) to witness the procedure.
4. One of the poll workers should insert and leave the **Red** PEB in the terminal.
5. The screen will indicate, **"Last ballot was not cast"**. Select ☒ **Cancel Ballot**.
6. The next screen entitled, **"Cancel Ballot"** is a confirmation screen. Select ☒ **YES**.
7. The cancellation screen will then appear with several selections to choose from for canceling the ballot. Select the reason you are canceling the ballot.
8. The next screen will state that **"This vote is going to be canceled due to – reason you chose - Please Confirm"** The poll worker will then select **"Proceed with vote cancellation"**
9. The terminal will begin to beep and the bottom left of screen will indicate, **"Please Remove PEB. Vote was NOT cast."**
10. Remove the **Red** PEB.
11. Log the ballot cancellation on the **"Cast/Cancel Log"** (See sample below.)



CAST/CANCEL LOG

Election Date: _____

Remember to insert PEB. Please Print.

Cast or Cancel for only reasons listed below (Check One ☒)

Precinct #: _____

iVotronic Serial # (S#) Asset Tag # (A#)	Cast <input checked="" type="checkbox"/>	Cancel <input checked="" type="checkbox"/>	Time	1 st Pollworker Name (Please Print)	2 nd Pollworker Name (Please Print)
S# V 5101299-C	<input type="checkbox"/> Voter left without pushin g Vote button	<input type="checkbox"/> VST/Inspector Error <input type="checkbox"/> Wrong Language Selected <input type="checkbox"/> Wrong Ballot Style Selected <input type="checkbox"/> Provisional Ballet selected in error <input checked="" type="checkbox"/> iVotronic Calibration, Beeping, Chirping, Low Battery	4 : 37 - <input type="checkbox"/> AM <input checked="" type="checkbox"/> PM	William Montoya	Cecile Desir
A# 268060					

Curbside Voting

PLEASE BE ADVISED THAT CURBSIDE VOTING IS NO LONGER IN EFFECT.

THIS IS EFFECTIVE FOR ALL ELECTIONS BEGINNING IN 2008.

Voting after 7:00 PM

For visually impaired voters, who were **in line by 7:00 p.m. and didn't get a chance to vote yet**, follow these steps:

1. The poll workers should insert a **Red** PEB into the iVotronic terminal.
2. The screen will display, "**Close Option Menu.**"
3. Select "**□ Exit this Menu.**"
4. Follow the steps for activating ballots on page 60 of this manual.
5. Repeat until all voters in line in front of the Poll Deputy have voted.

When the last voter has finished voting and leaves the precinct, the precinct is closed.
Call your Field VST to report your precinct "Closed."

Closing the Polls

At 7:00 p.m. or when the last voter who was in line before 7:00pm completes voting, on Election Day, the polling process officially ends.

1. Remove the ADA iVotronic unit from the booth and set on the table near the Communications Pack.
2. Remove the Master PEB from the Communications Pack, and Insert it into the unit on the table.
3. The screen will display the “**Close Option Menu.**” Select “**☐ Close The Polls.**”
4. The screen will then display “**Are you sure you want to close the Polls?**” Select “**Yes**”
5. **Do not remove** the Master PEB.
6. After a few moments the screen displays, “**You must remove PEB now to continue closing the terminal**”. Remove the PEB
7. The screen will then display “**Terminal Closing Is Complete**” and prompt you to touch the screen to exit.
8. Touch the screen and the display will become dark.
9. Go to the next page and follow instructions for “**Printing Totals Tapes.**”

Printing Totals Tapes

1. Re-insert the Master PEB into this terminal and the power status will be displayed.
2. The next screen to appear will have the option to select **“Print polling location results tapes now?”**
3. After making the selection, the terminal will display **“Warning do not remove the PEB”**. Four step instructions will appear on the screen to print the totals report tapes.

CALL the Technical Support Call Center immediately if you need help printing the tapes.

4. Three copies should print. If not, follow the instructions on the screen to print additional copies until you have three copies of the totals tapes.
5. Read screen messages, and respond accordingly.
6. When the terminal asks if you want to re-collect the terminal, select no.
7. When instructed, remove **Green** Master PEB.
8. VERIFY the Totals Tape report:
 - a. Review the printed tapes to confirm that the number of iVotronics opened is the same number closed. (This number will vary if iVotronics were removed or added during the day.)
9. Inform Clerk of report totals:
 - a. Give the Clerk the “Total Public Count” from the report to match the number of voter signatures.
 - b. *The Clerk should call the Technical Support Call Center if he/she needs assistance reconciling voter signatures with report totals.*
10. Return the ADA iVotronic to the voting booth, and reconnect power cord inside booth to the terminal.
11. Make sure you post one copy of the signed totals tapes outside of the precinct before you leave for the Regional Site to return VST supplies.
12. See sample Results tape on the next page.

(Totals Tape SAMPLE)

Terminal S/N: V5101299-C
 PEB S/N PS120850- (FMW 1.07)
 Software Version 8.0.1.2
 Created 05/12/05 14:15
 Copyright ES&S, Inc. 1993-2003
 All Rights Reserved
 Diagnostic check completed: OK
 iVotronic I

SOE Demonstration Ballot with Write in
 POLLING LOCATION REPORT

Total Public Count:	7
Number of Terminals Opened:	1
Individual Voter Terminal Data	
S/N V5101299	
Public Count:	10
Protective Count:	154
OPENED 08:29:16 12/19/2005	
CLOSED 10:58:23 12/19/2005	
Coded Ballot Count:	3

 PRECINCT: PRECINCT A001
 Public Count: 7
 Ballot Style Counts
 Ballot Style #1 7

COUNCIL SEAT 4
 (Vote for 1) Total: 1
 Thomas JEFFERSON 1
 Abraham LINCOLN 0

>Write-ins in above contest: 0
 UnderVotes For Above contest: 6

COUNCIL SEAT 5
 (Vote for 1) Total: 5
 Betsy ROSS 1
 George WASHINGTON 3

>DEMO TAPE
 >Write-ins in above contest: 1
 UnderVotes For Above contest: 2

PROPERTY PURCHASE CO WIDE
 (Vote for 1) Total: 2
 FOR BONDS 2
 AGAINST BONDS 0
 UnderVotes For Above contest: 5

Time/Date: 11:00:47 12/19/2005

Signature: _____

Signature: _____

Signature: _____

Signature: _____

SHARE
 information
 with Clerk.

Removing and Storing the ADA Flash Cards



The plastic bag labeled for storage of flash cards is needed for this procedure.

A compact flash card is installed in the back of the iVotronic terminal. Once totals tapes have been successfully printed, the card must be removed by VST or Field VST ONLY!

1. Go to the unit you opened/closed for the Election.
2. Lift terminal forward, and if necessary disconnect power cord connected to the terminal. Remove flash card security seal by pulling or cutting it with scissors.
3. Firmly grip the tab on the flash card and then pull the flash card out of the port.
4. Place flash card inside the plastic bag provided for storage.
5. Reconnect the power cord to the back of the terminal.
6. Flatten the metal stand under the terminal, and nestle terminal back into the booth.
7. Repeat steps 2 through 6 for each terminal until flash cards have been removed from all operational iVotronics in your precinct. **NOTE:** *(If you have a terminal broken back down to suitcase form because it malfunctioned, and it is labeled for removal ticket, DO NOT remove this unit's flash card. It must be processed by Elections Office staff.)*
8. Close the bag, and record the number of flash cards on the bag label, as provided.
9. Place bag inside the Activator case with the **Red** PEBs and the **Green** master PEB, along with the folded copies of the two zero tapes and the two totals tapes.
10. Using the yellow seal issued to the Clerk, seal the Activator case.

NOTE: *(If the case has been sealed before all items are inside, remove the seal and once all items have been placed inside the case, use the extra seal provided inside the Activator case for this situation.)*

REMOVE FLASH CARDS FROM OPERATIONAL TERMINALS ONLY

The Activator case **MUST** be returned to the Regional Site by the VST, along with VST supply bag and cell phone and the Communications Pack.

The sealed Activator case **MUST** contain:

- ALL **Red** PEBs issued to the precinct
- The **Green** master PEB
- DS200 Keys
- The folded copies of the zeros and totals tapes from DS200, IVOs & EVIDs
- The labeled bags of flash cards from IVO, & Jump Drives from the DS200 & EVID.
- The second copy of the Precinct Inventory Report, with notations for any added/removed iVotronics.

Disassembling the iVotronic Units & Booths

After the polls have closed, all iVotronic units must be disassembled and set aside for pickup. Other poll workers will assist you with this process. The Assistant Clerk and the Poll Deputy will remain with the iVotronics until all units are picked up.

1. Ensure that each terminal is nested in the booth, by reaching beneath the terminal and folding the stand down to allow the terminal to lie flat in the booth.
2. Fold down the top back flap. Push back against the case lid to disengage the two side panels. **DO NOT ALLOW THE PANELS TO DROP ONTO the iVotronic terminal!**
3. Fold the right and left panels on top of the terminal.
4. Secure the two latches by pushing in, sliding up, and snapping them back.
5. Unplug the power cord from either the wall socket or the next iVotronic unit.
6. Open compartment lid by sliding the latch to the right.
7. Wind the power cord around the brackets.
8. Close the compartment lid and lock it by sliding the latch to the left.
9. **Check to ensure the latches are closed and the lid is secure before flipping the unit to remove the legs!**
10. With a partner, turn the iVotronic unit on its side.
11. Remove the legs by twisting counter clockwise and firmly tugging them out.
12. Pull the leg sections apart and fold in half.
13. Lay the case flat on its back and open the storage compartment by sliding the latch to the right.
14. Snap each of the four legs into the cradles until they click into place.
15. Close the compartment lid and lock it by sliding the latch to the left.
16. Stand the suitcase, handles up. With a partner, stack the iVotronic units no more than six high on the provided dollies. Secure with the packing strap.
17. **Slide one copy of the *Precinct Inventory Report* under packing strap.**

**REMIND Clerk and other pollworkers:
DO NOT DISASSEMBLE any iVotronic booth until
the flash card has been removed.**

**Do NOT REMOVE the flash card from any unit that
has an iVotronic Removal Ticket affixed to it.**

Packing Lists

Packing lists have been affixed to all Election Day supplies to assist in the correct packing of items on Election night. At Distribution you will receive the **Green** Master PEB and keys for the DS200 packed inside the Communications Pack. However, the Master PEB & DS200 keys, Backup EVID jump drives, DS200 jump drives & Ivotronic flash card will be returned inside the Activator Case.

VST Supply Bag Election Night Packing List

12/11/2008 3:00:00 PM

VST Supply Bag Election Night Packing List

Pack the following items before you leave the polling place for return to the Regional Site:

- ☒ Black and Yellow Emergency Tape (1)
- ☒ Cell Phone (1) and Battery, Charger, etc.
- ☒ Circuit Tester (1)
- ☒ Extension Cord (1)
- ☒ Pens (2)
- ☒ Stylus (1+)
- ☒ VST Folder (Packed with items on Folder Packing List)

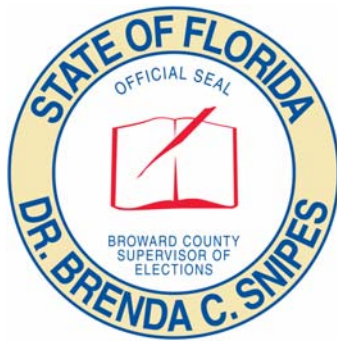
12/11/2008 3:00 PM

Communications Pack Election Night Packing List

■ Communications Pack Printer with roll of printer tape

Note: Election Night - Place ALL PEBS, flash cards, zeros/totals tapes, copy of Precinct Inventory Report, jump drives for DS200, EVIDs and keys, and inside Activator Case after polls close and seal.

Do not remove clip taped to inside unless instructed



Appendix

A: Troubleshooting Guide

B: "What If?..."

C: Job Descriptions & Responsibilities

A: Troubleshooting Guide

Troubleshooting Guide

iVotronic (Ver. 9.0)

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Troubleshooting Guide

iVotronic (Ver. 9.0)

Opening

1. Terminal Screen is difficult to read (too light or too dark)

Call the Technical Support Call Center for technical service if the terminal screen is too dark or too light. Use another terminal until the malfunctioning terminal can be repaired or replaced.

2. Forcing a Zero tape to print

If a new iVotronic is added during the day; if you mistakenly exited menu before printing zero tapes; if zero tape did not print when you tried if the first time, then you can force a tape to print by following the steps below.

NOTE: Starting at 7:00 a.m., allow people in line to vote even if you have not printed the zero tape!

- a) Remove the ADA iVotronic unit from booth and place on table next to Communications Pack.
- b) Place your right index finger on the vote button and hold it down.
- c) Insert the **Green** PEB while still holding down the vote button and the terminal will begin to chirp.
- d) Let it chirp for about two seconds then remove your finger from the vote button.
- e) The terminal menu will appear. Select **Election Services**.
- f) Enter the service menu password – SVCSVC- and press OK
- g) Next select “Print Polling Location Zero Tape”
- h) Follow the instructions displayed on the screen to print the zero tapes.
- i) Three copies of Zero tape will print.
- j) Follow the instructions on the screen, after successfully printing zero tapes.
- k) Return **Green** master PEB to Communications Pack

If still unable to print zero tape contact your Field VST, or call the Technical Support Call Center immediately.

Troubleshooting Guide

iVotronic (Ver. 9.0)

3. A Ballot is activated in error

Do NOT press **VOTE** button to cast this blank ballot.

Follow procedures on page 66 to cancel a ballot activated in error.

4. Time and/or Date incorrect on iVotronic

Follow procedures on page 60 to check and adjust time on the iVotronic.

Troubleshooting Guide

iVotronic (Ver. 9.0)

During the Day

1. Ballot will not load onto terminal

- a) Insert and leave **Red** PEB in the terminal.
- b) If the ballot still does not appear on the screen, try a different **Red** PEB.
- c) If the terminal does not respond to any of the **Red** PEBs, call the Technical Support Call center immediately for assistance as there may be a problem with the terminal itself.
- d) If it is the PEB, then tape the non-functioning PEB with black and yellow tape, and put back in Activator case, then notify Field VST and the Technical Support Call Center of malfunctioning PEB. NEVER place tape over infrared eye on back of PEB. **Place tape here**



2. Touch screen freezes

If screen is frozen, or the **Next Page/Previous Page** does not work contact the Field VST to reset the iVotronic unit.

- a) Once unit has been reset, calibrate the terminal using the instructions on page 64.

3. Terminal screen goes dark



The iVotronic terminal screen goes dark after ten minutes of inactivity. This is okay.

- a) Touch the screen to see if the **“Instruction”** screen appears. (If a ballot appears, follow procedure on page 65 to cancel ballot.)

However, if the screen goes dark immediately after use (voter casts ballot, VST performs function) then the unit is running on battery power and you need to check power connections. (Perform all applicable checkpoints.)

- b) Check the power cord inside the booth, and make sure it is connected to the terminal.
- c) Check the plug on the side of the booth to make sure it is plugged securely into next terminal (if you used “daisy-chain” method), and check remaining plugs of daisy-chain to ensure there is no disconnected or loose plug.
- d) Check to make sure each plug is secure in wall outlet or power strip.
- e) If using power strip or extension, make sure this plug is securely plugged into wall outlet and the switch is on.

Troubleshooting Guide

iVotronic (Ver. 9.0)

- f) If two-prong adapter has been installed for your use, make sure this piece is securely plugged into the wall outlet and that the iVotronic plug is securely plugged into the adapter.
- g) Check to see if the wall outlet has power using the circuit tester provided in the VST supply bag.
- h) Check to see if polling room has a wall switch that turns power to the outlet you are using. It may have been turned off during the day. Turn it back on, and place tape over wall panel with switch in the on position until the polls close. This will prevent further power interruptions by someone turning switch off again.

4. Terminal is chirping

A chirping terminal may indicate a ballot that has not been cast by the voter, or that a PEB has been left in the terminal by a poll worker

- a) If a PEB has been left in terminal, REMOVE.
- b) If there is a ballot on the screen left by a voter, follow the instructions on page 65 to cast the abandoned ballot.
- c) If poll worker left PEB in terminal and activated a ballot in error, follow instructions on page 65 to cancel this ballot.

5. Ballot activated in error

Follow procedure on page 65 to cancel the ballot.

Remember if a voter is waiting, activate another ballot and allow the voter to vote.

6. The screen is frozen or has lines across it

Call the Field VST to reset the terminal.

If there was an active ballot on the screen, the voter is entitled to another ballot.

Check with precinct register Inspector for voter's ballot style and activate another ballot for the voter.

Troubleshooting Guide

iVotronic (Ver. 9.0)

7. An additional iVotronic is added during the day

- a) Set up booth with other iVotronics already lined up in the precinct, using the instructions that begin on page 55.
- b) Place Communications Pack on table.
- c) Remove the terminal and place on the table with the Communications Pack.
- d) Remove the **Green** Master PEB from the Communications Pack and follow the instructions on page 57 for “Opening the Polls.”
- e) Follow the instructions on page 58 for “Printing Zero Tapes”.
- f) Record iVotronic information on iVotronic Maintenance Log and on Precinct Inventory Sheet (both copies.)
- g) If you experience any problems, contact the Field VST or call the Technical Support Call Center for assistance.

8. “Batteries too low to continue” message appears on the screen

This may indicate power disruption.

- a) Place a **Red** PEB into the terminal.
- b) If the same message appears again, check all power connections.

Check power sources (plug, cord, daisy-chain, extension cord, power strip, wall switch, and if used, two prong adapter.) Use circuit tester to confirm power through wall outlet.

Contact Technical Support Call Center if all power sources are fine, but terminal is still running on battery.

9. If an iVotronic has consistent problems throughout the day

- a) Call for assistance.
- b) If instructed, close the booth, label with removal ticket, and set aside. Wrap the handles with the black and yellow tape.
- c) Inform Field VST of non-performing iVotronic.

Troubleshooting Guide

iVotronic (Ver. 9.0)

Closing

1. A ballot came up when **Green** Master PEB was inserted to “Close the Polls”

**** In this scenario – DO NOT cast blank ballot. Follow steps on page 66 to cancel ballot.**

Check the time. It may not be 7:00 p.m. Wait until 7:00 pm to close the polls!

If it is time to close, but the time on the terminal is wrong, adjust to the correct time using instructions on page 60 then follow “Closing the Polls” procedures on page 69.

2. When Closing the Polls and message prompts use of wrong PEB

- a) Make certain you are using the correct PEB to close. If not, get correct PEB.
- b) But, if you are using a different PEB because the **Green** Master PEB failed, then follow onscreen instructions to proceed with this different PEB.

3. When terminal closed in error:

- a) **Let terminal complete closing function.** (Message may appear that terminal is collecting votes to NON-master PEB, please wait.)
- b) If there are voters in line still voting, close lid on this booth until they have all voted and left.
NOTE: (No one can vote on this closed terminal.)
- c) Once polling place is closed and last voter has left, begin “Closing the Polls” procedure.
- d) If terminal was closed in error using master PEB, close all other terminals, print zero tapes.
- e) **If terminal was closed in error using PEB OTHER THAN master PEB, you must follow these steps:**
- f) Insert master PEB into terminal closed in error.
- g) When message appears, **“Print Totals Now?”** touch **“☒ NO.”**
- h) When message appears, **“Do You Want To Re-Collect This Terminal?”** touch **“☒ YES.”**
- i) Votes will be collected to the Master PEB.
- j) Now you can follow steps to print totals tapes on page 70.

4. When trying to Print Totals, message on screen reads:

“You must close voting terminals bearing these serial numbers before proceeding.”

- a) Write down the serial number(s) that are displayed on the screen.
- b) Take the **Green** Master PEB to the designated terminal(s).
- c) Place the **Green** Master PEB in the terminal and follow procedure for “Closing the Polls” on page 69.
- d) Repeat for each iVotronic still open.
- e) Once all terminals are closed, return to last terminal, and print totals tapes. **Call if needed.**

Troubleshooting Guide

iVotronic (Ver. 9.0)

Audio Ballot - Audio iVotronic Unit

1. If the voter cannot hear anything:

If the voter indicates nothing is happening:

- Make sure the **Red** PEB has been removed.
- Check and tighten the headphone jack connection.
- Check and adjust the volume on the headphones.
- Make sure flash card is still in place in the back of the terminal. (To do this, instruct the voter to sit aside while you work with the terminal.
- Call for assistance if problem persists.

2. If the voter cannot tell you what is happening:

- With another poll worker present, cancel the ballot using steps on page 66.
- Activate a new ballot for the voter.

3. If the voter needs to cast the ballot (Any revisions will be on page 65.)

If the voter has made their selection(s) and simply needs to cast the ballot:

- Tell the voter to press the down ▼ triangle until they hear, **“End of ballot. To cast your ballot now, or at any time, press the **VOTE** button located at the center top of the voting unit.”** (Make sure voter hits **VOTE** button twice to cast their ballot.)

4. If the voter gets a Blank Ballot message

If the voter indicates that they hear a message that they are about to cast a blank ballot, and they DO NOT wish to cast a blank ballot:

- Tell them to press the **◇ diamond** button, listen, and have them tell you what they hear.
- If they hear the **“End of Ballot”** message, then tell them to press the up ▲ triangle to scroll back through the ballot.
- If the voter hears a “contest title,” they must press the **◇ diamond** button to vote on it.
- If the voter is hearing the instructions, then tell them they must press the **◇ diamond** button after the instructions are read, then they must press the **◇ diamond** button to vote on the contest, or the down ▼ triangle to skip that contest.
- If the voter hears a contest title, number of candidates, and vote for phrase, then hears the words, **“No candidate selected,”** tell the voter to press the **◇ diamond** button to vote on that contest.
- If the voter hears a candidate name followed by the word “Unchecked,” then tell the voter to press the **◇ diamond** button to select a candidate.

ADA BALLOT – WHITE SCREEN SCENARIOS

SCENARIO ONE: Audio Ballot was selected in error by VST or other poll worker and the terminal is showing a blank white screen.

1. Obtain headphones from the clerk and plug them into the terminal. You will hear instructions for selecting a language. Do not make any selections.
2. Follow standard cancel procedures by getting a witness and inserting red PEB into the terminal.
3. Wait for the cast/cancel option to display on screen. *Note – It may take several seconds before the cast/cancel option is shown.*
4. Select and confirm cancel option

Note: If cast was chosen in error instead of cancel, then the screen would appear to freeze. Simply remove the PEB, press the down arrow once and replace the PEB into the terminal. You will now be able to follow standard cancel procedures.

SCENARIO TWO: Voter left terminal before completing the voting process.

1. VST must obtain headphones from Clerk and plug them into the terminal.
2. If the terminal was abandoned at any point after the voter had already made a language selection, then the ballot must be cast. Follow standard casting procedures.
3. If the terminal indicates that a language selection needs to be made, then the ballot should be canceled by following standard cancel procedures.

See note in Scenario One, for help if the cast option is chosen in error.

ADDITIONAL SCENARIOS: If the ADA terminal displays a red BOX with words indicating that the system is forcing a rewrite. Then do not attempt to troubleshoot the unit. Contact the Technical Support Call Center and request a new ADA Terminal.

Troubleshooting Guide

iVotronic (Ver. 9.0)

PEBS

1. “Problem accessing inserted PEB” Message Appears:

- a) Verify the PEB is labeled with the proper precinct number.
- b) Try the PEB in another iVotronic to determine if problem persists.
- c) Try another PEB in the same iVotronic to try to see if problem persists.
- d) If the problem is isolated to PEB, tape PEB with black and yellow tape here and place in Activator case.
- e) Call in PEB failure immediately.
- f) If PEB is fine when placed in another terminal, call for assistance because terminal may be malfunctioning.



2. GREEN MASTER PEB FAILURE

DO NOT PERFORM THIS UNLESS SPECIFICALLY DIRECTED TO DO SO BY YOUR FIELD VST OR THE TECHNICAL SUPPORT CALL CENTER STAFF.

You must label the new Master with the masking tape provided to the Clerk. Be sure to mark the malfunctioning Green Master PEB with a piece of black and yellow tape.

PROBLEM #1 –

PEB FAILURE BEFORE ANY IVOTRONICS ARE OPENED:

- a) Mark the Green Master PEB and the new Red Master PEB with tape as described above.
- b) Set the Green Master PEB aside.
- c) Insert new Red Master PEB into each iVotronic, and follow opening procedures, page 56.

PROBLEM #2 –

PEB FAILURE AFTER ONE OR MORE (BUT NOT ALL) IVOTRONICS IS OPENED:

- a) Mark the Green Master PEB and the new Red master PEB with tape as indicated above.
- b) Set the Green Master PEB aside.
- c) Continue opening the remaining iVotronics with the new Red Master PEB.
- d) Print the zero tapes with the new master (this will only contain the serial numbers opened by this new Master PEB. (NOTE: You will use this new master PEB to close the iVotronics Election Night.)

PROBLEM #3 –

PEB FAILURE DURING CLOSING/PRINTING TOTALS

- a) Mark the **Green** Master PEB and the new **Red** master PEB with tape as indicated above.
- b) Set the **Green** Master PEB aside.
- c) Close all the iVotronics with the new **Red** Master PEB.
- d) If you have already closed some terminals with the **Green** Master PEB and then it fails, you will need to re-collect from the closed terminals, by following these steps:
 - a. To recollect the terminals, insert the new **Red** Master PEB into the first iVotronic.
 - b. Answer "☒ **NO**" to "**Print totals tape?**"
 - c. Answer "☒ **YES**" to "**Re-Collect Terminal?**"
 - d. When screen displays "This terminal was not opened with this PEB" follow on screen instructions to proceed with this different PEB.
 - e. The terminal should begin closing process.
 - f. Leave the PEB inserted until the screen prompts you to remove PEB.
- e) Once all terminals are closed and/or recollected, follow instructions on page 70 to print totals tapes.

Troubleshooting Guide

iVotronic (Ver. 9.0)

Communications Pack

1. Communications Pack Failure

Check the Power:

- a) If the printer fails to print, verify that the selector switch is turned to printer.
- b) If the **green** light next to the “POWER” label is illuminated, the switch is on and there is power to the printer. Otherwise, turn the knob to “Printer.”
- c) Verify the small **green** light is lit on the printer itself. To turn this on press and hold the small **black** button.

Check the Cables:

- a) Check the communications cable between the iVotronic and the Communications Pack.
- b) Verify the plug is firmly inserted into the back of the iVotronic.
- c) Disconnect and reconnect the cable ends to ensure proper connection.

Check the Batteries :

- a) If the Communication Pack is not plugged in, and if the power switch is on and there is no power, turn the selector switch “OFF” and check the batteries in the Communications Pack to confirm that they are inserted in the correct direction.
- b) Try reseating the batteries properly.
- c) Try plugging into wall outlet.

Check the Paper Tape:

- a) Confirm that the paper tape is installed properly and not jammed. Press the Feed (the bigger **black** button on the top of the printer) and the paper should advance.
- b) If the paper does not advance, turn the printer over to its back and lift the printer paper cover.
- c) Feed the paper through the slot in the back.
- d) Once the paper contacts the paper feed, the printer will automatically feed the paper through the printer.
- e) Close the printer paper cover and turn the printer over to its normal position, and retry the operation.

**If you have any questions or concerns, contact
your Field VST immediately.**

Troubleshooting Guide

iVotronic (Ver. 9.0)

Compact Flash Cards

1. Compact Flash Card Failure

If the iVotronic terminal is missing a compact flash card, or the flash card has the incorrect election qualification code or is improperly installed, then there will be an error message similar to:

“Election NID file missing”

VST needs to contact the Technical Support Call Center immediately.

2. Compact Flash Card Door Seal

The compact flash card is now sealed so that on Election Day your responsibility will be to check that the sliding door is over the flash card and that the door has a taped seal over it.

If seal is not present or voided, call the Technical Support Call center immediately!



Equipment Removal Ticket (Sample)

Only use removal ticket when directed to do so by technical support. Units tagged for removal should have black and yellow tape wrapped over handle. Tape is in VST supply bag. Elections staff will remove unit.

Make notation on Equipment Maintenance Log and on both copies of Precinct Inventory Report of removal.

Attach removal ticket to the iVotronic.

If an iVotronic unit must be taken out of service late in the day, you may be instructed to transport the unit to your Regional Site.

Do NOT leave this unit in precinct if it has been tagged for removal.

Call the Technical Support Call Center for further instructions.

Equipment Removal Ticket			
Please Print		m/d/year	
Precinct # _____		Election Name _____	
Technical Asst. Name: _____		Time: _____	<input type="checkbox"/> AM <input type="checkbox"/> PM
Removed Equipment		Replacement Equipment	
Asset Tag #	_____	Asset Tag #	_____
Serial #	V	Serial #	V
Reason/Comments: _____			

Troubleshooting Guide

iVotronic (Ver. 9.0)

Process for Inoperative Equipment

Emergency Response Team (ERT)

Purpose

1. To retrieve inoperative iVotronic or DS200 terminals and other equipment as specified by the Technical Call center in coordination with the Tabulation Center. *(ERT will remove and transport equipment only)*
2. ERT is strategically located in regions throughout Broward County.
3. **Before 4PM:** When ERT is dispatched, the team will:
 - a. Retrieve unit and Master PEB and /or DS200 unit with or without Ballot box depending on circumstances.
 - b. Issue a removal ticket to the VST to indicate items removed from the precinct. *(See below for sample of ERT receipt)*
 - c. Transport to Tabulation Center
 - d. After resolution Return Master PEB to precinct prior to polls closing
4. At closing of Polls the VST will:
 - a. Close all operational iVos using the returned Master PEB
 - b. Print totals tapes
 - c. Remove CF cards and transport with supplies to regional site with removal ticket.
5. **After 4PM:** ERT will arrive at the precinct at closing of the polls.
6. At closing time, the precinct VST will:
 - a. Close all operational iVos
 - b. Print Totals Tape
 - c. Remove CF Cards from **operational** iVos only
7. Complete VST Forms:
 - a. iVotronic/DS200 removal ticket *(2 copies – 1 remains with other iVos, the other goes to regional site)*
 - b. iVotronic Maintenance Log
8. WAIT FOR EMERGENCY RESPONSE TEAM BEFORE LEAVING TO DROP OFF SUPPLIES.
9. **Exhibits:** Sample ERT Receipt and ERT ID

EMERGENCY RESPONSE TEAM

Equipment Removal Receipt

March 10th, 2009

GENERAL ELECTION

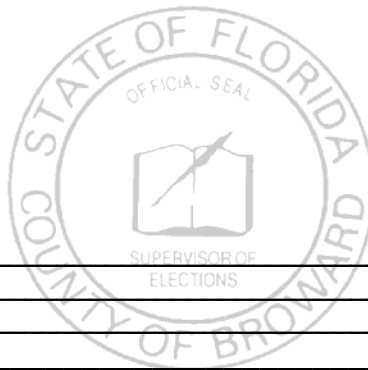
Time: _____



ERT: _____

Precinct: _____

Equipment Removed: _____

Reason/Comments: _____



 Emergency Response Team	 Emergency Response Team
March 10 th , 2009 Municipal Election	March 10 th , 2009 Municipal Election

If you have any questions or concerns, contact your Field VST immediately.

B: “What If...”

What If ...

1. There is no electricity in the building?

A: The iVotronic and DS200 units are equipped with battery-powered backup. Open the iVotronic and DS200 units for voting and report the outage to Field VST and Technical Support Call Center.

2. It is 7:00 a.m. and you have not opened the ADA iVotronic unit?

A: Continue opening the iVotronic unit. The polling place can open at 7:00 a.m. as long as the DS200 unit is open and ready for voters.

3. You did not print a zero tape?

A: Print a zero tape as soon as you are aware by following the instructions in the Troubleshooting Guide section of the Voting System Technician Procedures Manual on page 78 **“Forcing a zero tape to print.”**

4. You have a problem and can’t get in touch with your Field VST?

A: Call the Technical Support Call Center for assistance immediately.

5. The Green Master PEB does not work?

A: If there is a problem with the Green Master PEB, a Red PEB can be used. Label that Red PEB as the “Master” and continue opening all iVotronic units for voting. Place the Green Master PEB and the new Red Master PEB in the Communications Pack until closing. You will use this new Red Master to close and collect the votes.

6. When you arrive at the precinct election morning, the seal on the iVotronic unit has been broken?

A: You must notify your Field VST who will perform a **“Clear and Test Function”** on the unit(s) with the broken seal only. Log it on your “Equipment Maintenance Log.”

7. The Communications Pack does not work?

A: Contact your Field VST immediately or call the Technical Support Call Center. The Field VST will call the Equipment Center and an SOE representative will troubleshoot the problem and/or a replacement will be brought to you.

8. When you open an iVotronic unit the precinct listed is incorrect?

A: Follow the instructions on page 56, for an incorrect precinct and contact Technical Support Call Center..

9. A voter walks away from the iVotronic unit and the red VOTE button is flashing?

A: Two poll workers of different parties will execute the **“Casting a ballot for Voter who left”** procedure on page 65.

If the voter has chosen a language and walked away without casting a ballot, execute the “Casting a ballot for a Voter who left” procedure with another poll worker as a witness, even if the red VOTE button is NOT flashing.

10. The voter calls you over to tell you the poll worker activated an incorrect ballot?

A: Two poll workers of different parties will execute the **“Canceling a ballot when error is made”** procedure on page 66, then return to the check-in table to verify the correct ballot style. Once confirmed take the voter back to a unit and activate the correct ballot for the voter.

What If ...continued

11. Voter makes an error on the ballot?

A: If the ballot has been cast, there is nothing we can do. If the voter is in the midst of a ballot, explain to the voter if they would like to make a change “Touch” the screen next to the candidate of their choice and the screen selection will change.

12. A voter needs assistance?

A: The responsibility of the VST is to assist visually impaired voters with the audio ballot. If a voter needs assistance in voting, they must have that assistance indicated on the register or complete a **“Declaration to Secure Assistance”** form prior to you assisting them.

13. The poll worker activates a ballot that is the wrong party?

A: On ballot selection screen choose red “No” box and then select correct ballot. If poll worker has already chosen “Yes” on this screen then follow instructions on page 66 to cancel the ballot, and then activate correct ballot for the voter.

14. A voter wants to use the audio iVotronic unit?

A: An audio iVotronic unit can be used for the visually impaired voter.

15. It is after 7:00 p.m. and there are still voters in line - can they vote?

A: Yes. Go to page 68 for instructions on voting after 7:00 pm.

C: Job Descriptions & Responsibilities

JOB DESCRIPTIONS

VOTING SYSTEM TECHNICIAN (VST)

PRIOR TO ELECTION DAY

- Attend a one-day training session.
- Pick up the VSTs supplies, at Regional Site prior to Election Day and transport all such supplies to assigned Precinct on Election Day.
- Meet with Clerk and Election Board, when possible, at Polling Place the day prior to the election and assist with pre-election setup of polling place by assembling booths, and helping Clerk organize tables and chairs according to sample “**Precinct Layout Diagram.**”
- Confirm equipment delivery and report to Field VST.
- Charge cell phone, turn phone on and ensure it is functioning properly.

ON ELECTION DAY

- **Sign the payroll sheet.**
- Responsible for setup and operation of DS200 throughout the day. Duties include opening the polls, printing an Initial State and Zero report, assisting voters with ballot insertion concerns, trouble shooting the scanner, closing the polls and printing results tape at end of day, verifying that all voted ballots are transferred to Clerk.
- Responsible for activation of ADA iVotronic terminal, printing, verification, and posting of Zero tape.
- Report “Open” and “Voter Ready” status of precinct to Field VST.
- Troubleshoot the iVotronic equipment.
- Troubleshoots EVIDs
- Setup Ballot completion booths with help from other poll workers.
- Provide technical direction to members of Election Board.
- Ensure that voting activities are conducted in accordance with mandated legal and procedural requirements.
- Work with the Clerk to ensure that the polling place functions efficiently and in accordance with State law.
 - Reminding voters that they may only use their finger or stylus to touch the iVotronic or DS200 screen.
 - Allowing voters to ask questions and providing answers.
 - Directing voters to the voting booth area.

ON ELECTION NIGHT

- Responsible for powering down of DS200 and ADA terminal, printing, verifying, and posting of the Totals Tape.
- Follow the “After the Polls Close Checklist” to ensure all tasks are completed.
- Remove and store ADA terminal flash card, DS200 jump drives and EVID jump drives.
- Report “Closed” and “Secure” status of precinct to Status Call Center and your Field VST.
- Return the **SEALED** Activator Case containing **All** PEBs, flash cards, DS200 and EVID jump drives, Zero and totals tapes and keys; along with the Communications pack and any other supplies issued pre-Election Day, to designated Regional Site.

FIELD VOTING SYSTEM TECHNICIAN

PRIOR TO ELECTION DAY

- Attend a one-day training session.
- Pick up Field VSTs supplies, at Special Distribution and Training Meeting prior to Election Day and maintains such supplies to assigned Precincts on Election Day.
- Charge cell phone and ensures it is functioning properly.
- Contact VSTs from assigned area and ensures that they understand Election Day reporting requirements and mandatory pre-Election Day precinct set-up requirement.
- Become familiar with the geography of the assigned area.

ON ELECTION DAY

- **Sign the payroll sheet in one of your assigned precincts.**
- Document mileage beginning with arrival at first location.
- Go into first assigned precinct and receive “Open” and “Voter Ready” calls from VSTs in assigned precincts. Follow up on precincts that are not “Voter Ready” by 6:45 AM.
- Visit Polling places within assigned area, ensuring that all operating procedures of voting activities are conducted in accordance with mandated legal and procedural requirements.
- Provide assistance to the Clerk and the VST whenever necessary.
- Troubleshoot the iVotronic equipment, including the use of service menus to rectify malfunctions as needed.
- Serve as liaison with the Supervisor of Elections, other Field VSTs, Technical Support Call Center, and ESS technical assistance team members to obtain technical direction in resolving equipment malfunctions as necessary.
- Complete a checklist during each visit to the assigned precincts within your designated area.

ON ELECTION NIGHT

- Remain in one precinct and receive “Closed” and “Secure” calls from assigned VSTs. (This may be a precinct where the VST requires additional assistance to complete closing procedures.)
- Follow up on precincts that are not secure by 8:00 PM. You may need to visit precinct(s) to assist VST(s).
- Assist VSTs with closing procedures in any problem precinct to ensure proper powering down of terminals, printing and verification of Totals Tape.
- Ensure that all precincts within assigned area have closed and printed Totals Tapes and are in route to Regional Site.
- Complete and return Mileage Sheet inside Field VST binder.
- Return binder, other assigned materials, and the cell phone and charger to your designated Regional Site.

C: Responsibilities

VST RESPONSIBILITIES PRIOR TO ELECTION DAY

The Clerk is in charge of the precinct on Election Day. He or she is responsible for the overall management of tasks, activities and workers in the polling place.

As a Voting Systems Technician (VST) you are required to:

- Maintain a good working relationship with the Clerk; communicate with the Clerk; and support the Clerk.
- Vote by Absentee Ballot prior to Election Day if you are working outside your home precinct. You **will not** be allowed to leave your assigned precinct to go vote. You may use the “*Absentee Ballot Request Form*” available during training class; call the Supervisor of Elections Absentee Ballot Section at **954-357-7055** to request that an absentee ballot be mailed; or visit the Supervisor of Elections branch office locations to vote. All absentee ballots must be returned to the Supervisor of Elections Main Office by 7 p.m. on election night in order to be counted.
- Know the precinct number where you are assigned to work.
- Fulfill the requirements of the mandatory training class. Ensure you understand election related duties and ask questions.
- Pick-up VST Supply Bag at Regional Site at assigned time.
- Meet with Clerk and Election Board when possible at the Polling Place the day prior to the election to complete pre-election setup of the polling place by assembling legs on ADA iVotronic booth, ballot completion booths, and organizing DS200 & EVID location, tables and chairs according to sample “**Precinct Layout Diagram.**”
- Confirm equipment delivery and make certain that iVotronic and DS200 are sealed. (If seal is broken or booth is not sealed, contact your Field VST immediately.)
- Set up precinct and report to Field VST.



- Charge your cell phone, turn phone on and ensure it is functioning properly.
- Read and study your VST Procedures Manual.
- Prepare for Election Day the night before by packing:
 - ↳ 3 meals of food and drink (water, coffee, tea, soda)
 - ↳ Any medications
 - ↳ Your “**VST Procedures Manual**” for reference, VST Supply Bag, Communications Pack, and cell phone, with charger. (Remember: you will return all of these items Election night, except for the procedures manual.)

VST RESPONSIBILITIES ON ELECTION DAY

- Set your alarm. You must arrive in your precinct by 5:30 a.m.
- You must bring everything you need for the day with you to the polling place.
- Once you arrive at the precinct, you may not leave until the polls close and all of your tasks have been completed.
- Remember to wear comfortable shoes and dress in layers. Proper attire for the day is Business Casual. Wearing campaign buttons, t-shirts or any other items that are politically oriented is not permitted. You will be part of the Supervisor of Elections' Office Election Day Team.
- The polling place must be open by 7:00 a.m.
- Make sure watches and clocks at the polling place are synchronized and correct. (Check your cell phone for official time.)
- Stay in your assigned polling place at all times. Florida law prohibits all poll workers from leaving the polling place during the day. If you must leave the polling place due to an emergency, the Clerk must call the Supervisor of Elections Office for special instructions.
- Follow all check lists and packing lists provided to ensure that all required procedures are followed.
- Serve all voters promptly and courteously. Be alert for voters needing assistance.
- Perform all DS200 functions
- Troubleshoot the DS200, ADA iVotronic and EVID units if necessary.
- Remain nonpartisan on Election Day.
- Giving information, advice or making comments regarding candidates and issues on the Ballot is not permitted. Discussion of any election-related topics inside the precinct is not permitted. The voters and the Supervisor of Elections depend on you to conduct the election fairly and properly. Any such abuse will result in a report of the incident by the precinct Clerk and will result in immediate dismissal by the Supervisor of Elections.
- Smoking inside the polling place is not permitted.
- The use of radios, television sets or newspapers in the polling place is not permitted.
- Be sure the polling place is neat when you leave. If anything was moved, please put it back. If anything accidentally gets damaged or any person gets hurt, please report it to the Supervisor of Elections Office immediately.

EMERGENCY SITUATIONS:

In the event of a medical emergency or other emergency requiring assistance from Police, Fire or Medical personnel, the Clerk should:

- **CALL 911**, and then call the Supervisor of Elections Office immediately to report the incident.
- If polling room must be evacuated, poll workers should take these items with them: Precinct Registers, Voter Authorization Slips, Document Folder, PEBs, Communications Pack Backup EVID & DS200 jump drives and keys to DS200 scanner and ballot box.

C: Statutes of Interest

Florida Department of State, Division of Elections

Polling Place Procedures Manual Excerpts

(F.S. = Florida Statute)

Who is allowed in the polling room?

F.S. 102.031(3)(a) No person may enter any polling room except the following:

1. Official Poll watchers
2. Inspectors
3. Election Clerks
4. The Supervisor of Elections or his/her Deputy
5. Persons there to vote, persons in the care of a voter, or persons caring for such voter
6. Law enforcement officers or emergency service personnel there with permission of the Clerk or a majority of the Inspectors
7. A person whether or not a registered voter, who is assisting with or participating in a simulated election for minors, as approved by the Supervisor of Elections

Who is not allowed in the polling room?

F.S. 102.101 No Sheriff, Deputy Sheriff, Police Officer, or other officer of the law shall be allowed within the polling place without permission from the Clerk or a majority of the Inspectors, except to cast his or her ballot. Upon the failure of any of said officers to comply with this provision, the Clerk or the Inspectors or any one of them shall make an affidavit against such officer for his or her arrest.

Voters with special needs

F.S. 101.051 Any elector applying to vote in any election who requires assistance to vote by reason of blindness, disability, or inability to read or write may request the assistance of two election officials or some other person of the elector's own choice, other than the elector's employer, an agent of the employer, or an officer or agent of his or her union, to assist the elector in casting his/her vote. If an elector needs assistance in voting, the Clerk or one of the Inspectors shall require the elector requesting assistance in voting to complete the "Declaration to Secure Assistance" form and oath.

Solicitation Restrictions

F.S. 102.031(4)(a) No person, political committee, committee of continuous existence, or other group or organization may solicit voters inside the polling place **or within 100 feet** of the entrance to any polling place. Before the opening of the polling place the Clerk shall designate the no-solicitation zone and mark the boundaries. **No photography is permitted** in the polling room. This includes cell phones, closed circuit TV monitors and recording devices in polling room.

The Election Board

F.S. 97.021(11) The "Election Board" means the Clerks and Inspectors appointed to conduct an election.

Florida Department of State, Division of Elections Polling Place Procedures Manual Excerpts continued...

(F.S. = Florida Statute)

Poll Watchers

F.S. 101.131 (1)(2)(3) Each political party and each candidate may have one watcher in each polling room at any one time during the election. No watcher shall be permitted to come closer to the officials' table or the voting booths than is necessary to properly perform functions, but shall be allowed within the polling room to watch and observe the conduct of electors and officials. The poll watchers shall furnish their own materials and shall not obstruct the orderly conduct of the election. The poll watchers shall pose any questions to the Clerk for resolutions. They may not interact with voters. The poll watchers for each polling room shall be approved by the Supervisor of Elections on or before the Tuesday before the election. The Supervisor of Elections shall furnish to each election board a list of the poll watchers approved for such polling room. **No candidate or sheriff, deputy sheriff, police officer, or other law enforcement officer may be designated as a poll watcher.**

Voters

F.S. 102.031 (3)(a)(4) Voters wearing campaign buttons, shirts, hats or any other campaign items may enter the polling place to vote; however, they may not campaign there. Voters may bring pre-marked sample ballots or campaign literature for their personal use. They may NOT use these for campaigning purposes. Pollworkers must remove and discard any sample ballots or campaign materials left behind in the polling place.

Notes