

iVotronic Components Overview

- 3 TYPES OF TERMINALS

- Voter
- ADA Voter
- Supervisor

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Pg-3

- 4 TYPES OF PEB's (Personalized Electronic Ballot)

- Master - Open, close, collect
- Supervisor - Bring up ballot for voter.
- Clear & Test - Has Election Def; Makes clearing terminals much more efficient
- Initialization - Any PEB can become this using supervisor. This allows

- FLASH CARD

has wave files that support audio votes to collect them. used also to clear terminal & reset it to get it back to zero.

- COMMUNICATION PACK

- INTERNAL BATTERY

- RTAL BOOTH

- CHANGING THE RTAL PAPER

- CALIBRATION OF THE TOUCH SCREEN

neba Conley



v9.1.4.0 iVotronic™ Voting System Poll Worker Activated

Operations Checklist

STARTING AN ELECTION

This process is done to start a new election for the iVotronic Voting System. If the jurisdiction is NOT coding their election, these steps (obtaining an EQC code, and qualifying PEBs) are performed by ES&S.

Set Up (using a Red Supervisor terminal)

- 1. Plug the AC adapter into the back of the Red Supervisor terminal and a power outlet.
- 2. **While holding down the VOTE button, insert the PEB** in the upper left slot.
- 3. **Select Election Administration>>** on the Terminal Menu.
- 4. **Enter the default password** OR your jurisdiction's custom password, and **press OK**.

NOTE: A custom password might be used if the Supervisor terminal had been initialized with an Initialization PEB or a Clear and Test PEB containing custom passwords.

- 5. The Election Administration menu will be displayed. Check the Terminal Serial Number (SN) on the bottom of the screen. It has to match the SN label on the iVotronic.
- 6. **DO NOT REMOVE THE PEB** – just look at it to check the PEB SN shown on the screen. It must match the SN listed on the back of the inserted PEB.
- 7. Check the Software Version to see that it is the correct one that has been certified for your state.

The Software Version displayed contains the firmware version number with a create date and time, for example:

“Software Version 9.1.4.0 Created 08/04/05 11:20”

If any of the information in Steps 5-7 is not correct, contact ES&S.

NEVER do steps 1-23 after you have coded PEB's. *(usually from ES&S)* This is for counties that program their own.

The following steps must be done in the order they are shown:

Obtaining Qualification Code

STEPS 8-13 ARE ONLY DONE ONCE TO START A NEW ELECTION.

- 8. At the Election Administration Menu, **select Start Election Qualification Trail.**
- 9. **Enter the default password** OR your jurisdiction's custom password, and **press OK.**

NOTE: A custom password might be used if the Supervisor terminal had been initialized with an Initialization PEB or a Clear and Test PEB containing custom passwords).
- 10. The screen will go through several steps. When finished, the screen will display "Terminal Qualified. Election Qualification Code = _____" (a four-digit code will be shown here). **WRITE THIS CODE DOWN.**
- 11. **DO NOT REMOVE THE PEB.** Write this code on a label and attach it to the front of the PEB that is in the terminal.
- 12. **Press the screen to continue.**
- 13. If you will be continuing on to Qualify PEBs, proceed to step 14 in this checklist. Otherwise, at the Election Administration Menu choose **Exit Menu**, then at the Terminal Menu, **remove the PEB** and **press the VOTE button** to power down.

REMEMBER, PERFORM STEPS 8-13 ONLY ONCE FOR A NEW ELECTION.

Qualifying a PEB(s)

NEVER QUALIFY A PEB THAT HAS ALREADY BEEN LOADED WITH YOUR CURRENT BALLOT. The following steps are done to clear any information from PAST elections and to establish the new EQC code. A Red supervisor terminal must be used.

- 14. If you are not already at the Election Administration menu, follow steps 2 – 4 in this checklist. At the Election Administration menu, **select PEB Services.**
- 15. At the PEB Services menu, **select Qualify PEB(s).**
- 16. The screen displays "PEB Qualification. Insert PEB and Press VOTE button to qualify or Press Screen to return to the Menu". **Press the VOTE button.**
- 17. The screen will display "PEB Qualification Test."
- 18. The terminal will chirp and display "Writing Test Clocks to the PEB. Wait... Reading Test Blocks from the PEB, Writing the Qualification Code to the PEB, PEB Qualified. Election Qualification code = XXXX. Press Screen to continue... PEB Voltage: XXXX PEB Battery OK."

- 19. Press the screen to continue.
- 20. Insert another PEB. Continue with steps 15-19 until all PEBs are qualified.
- 21. At this point label all PEBs, and determine which one(s) will be the Master for each polling location.
- 22. When all PEBs are qualified, press the screen to return to the Menu.
- 23. Take out the last PEB, and press the illuminated VOTE button to power down.

NOTE: These PEBs are now ready to be loaded with the ballot for the current election. This is done at a PC that is running UNITY Hardware Programming Manager. We do not show this in this class – that is shown in a UNITY Software class.

SET ASIDE THE RED SUPERVISOR TERMINAL.

Start Here

CLEARING AND TESTING VOTER TERMINALS

Manual procedures for Clear and Test

USING THE BLUE VOTER TERMINALS, Clear and Test these terminals using the PEB that was qualified at the Red Supervisor terminal and has been loaded with the current ballot. Doing this erases votes and audit data that may be in the terminal from the last election and loads the EQC and any custom passwords that may have been established for the new election.

- 24. While pressing the VOTE button, insert the PEB. After a few, short rapid beeps, let go of VOTE button. The Terminal Menu will be displayed.
- 25. Select the Setup & Configuration>> option.
- 26. Enter the Service Menu default password OR your jurisdiction's custom password and press OK. *SVC SVC*

NOTE: A custom password might be used if the terminal had been initialized with an Initialization PEB or a Clear and Test PEB containing custom passwords, or if the terminal contains custom password from the previous election.

- 27. At the Configuration Menu, select Clear and Test Terminal.

NOTE: If the Clear and Test Terminal menu option is blackened out and has N/A listed next to it, proceed to Scenario #4, step 36 in this checklist. Depending upon how the terminal was previously utilized and closed, there are 4 possible scenarios that you may encounter when Clearing and Testing a terminal. The possible scenarios are detailed below. Follow the appropriate scenario based upon what you see displayed on the screen.

28. **Scenario #1:** If the terminal has been previously Cleared and Tested and has not been opened for voting since, the screen displays, "iVotronic Terminal Qualification Tests, TERMINAL WILL BE CLEARED! Press the VOTE button to clear, Press screen to return to the Menu."

Actions to be taken:

- **Press VOTE button**
- Skip to step 37

29. **Scenario #2:** If the terminal has been opened for voting and properly closed, the screen displays: "Terminal may contain vote image data. Public Count is XXX. The terminal is closed. Are you sure you want to Clear and Test? Press screen to continue."

Actions to be taken:

- **Press the screen**

30. At the Clear and Test Password screen, **enter the default password** OR your jurisdiction's custom password and **press OK.** CLR CLR

NOTE: Custom passwords may have been established for the election currently loaded on this terminal.

31. The screen displays: "iVotronic Terminal Qualification Tests, TERMINAL WILL BE CLEARED! Press the VOTE button to clear, Press screen to return to Service Menu."

Actions to be taken:

- **Press the VOTE button**
- Skip to step 37

32. **Scenario #3:** If the terminal has been opened for voting, no votes have been cast, and has not been closed, the screen will display: "Please Enter Override Password."

Actions to be taken:

- **Enter the default Override password** OR your jurisdiction's custom password and **press OK.**

NOTE: Custom passwords may have been established for the election currently loaded on this terminal.

33. The screen displays: "This terminal does not contain vote image data. Public Count is 0. The terminal is open and ready for voting. Are you sure you want to Clear and Test? Press screen to continue."

- **Press the screen**

34. At the Clear and Test Password screen, **enter the default password** OR your jurisdiction's custom password and **press OK.**

NOTE: Custom passwords may have been established for the election currently loaded on this terminal.

35. The screen displays: "iVotronic Terminal Qualification Tests, TERMINAL WILL BE CLEARED! Press the VOTE button to clear, Press screen to return to Service Menu."
Actions to be taken:
- **Press the VOTE button**
 - Continue to step 37
36. **Scenario #4:** If the terminal has been opened for voting, votes have been cast, and the terminal has not been closed, the Clear and Test menu option will be disabled. ("N/A" appears next to the menu option.) The terminal cannot be Cleared and Tested from this menu option. The terminal must either be closed first, collecting the votes or an Initialization PEB must be used, closing the terminal without collecting votes. Then the terminal may be Cleared and Tested manually or with a Clear and Test PEB.
- If you wish to close the terminal and collect the votes, refer to the "Closing the Polls" section of your Poll Worker's checklist.
 - If you wish to go ahead with a Clear and Test without collecting votes, Refer to the section that follows on preparing and using an Initialization PEB. (Step 39)
(Scenario #4 complete)
- (Continued from scenarios #1 – #3)
37. The screen displays, "Testing and Clearing Memory Storage Areas". Four steps will then be displayed, "Erasing, Writing, Reading, Erasing Again, PASS". When finished, the terminal will show an Election Qualification Code (EQC), which is a four digit alphanumeric pattern that is written from the PEB to the terminal. Check to see that this EQC is the same one that is on the front label of the PEB without removing the PEB. If it does not match, call ES&S. If screen does not display "PASS" as the last step in this process, but shows "Fail", contact ES&S.
38. **Press screen to continue.** You will be returned to the Setup and Configuration Menu. You may then **remove the PEB** and **press the VOTE button** to power down.

Jon L. A. Justice
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Re-set Terminal Passwords using a Initialization PEB

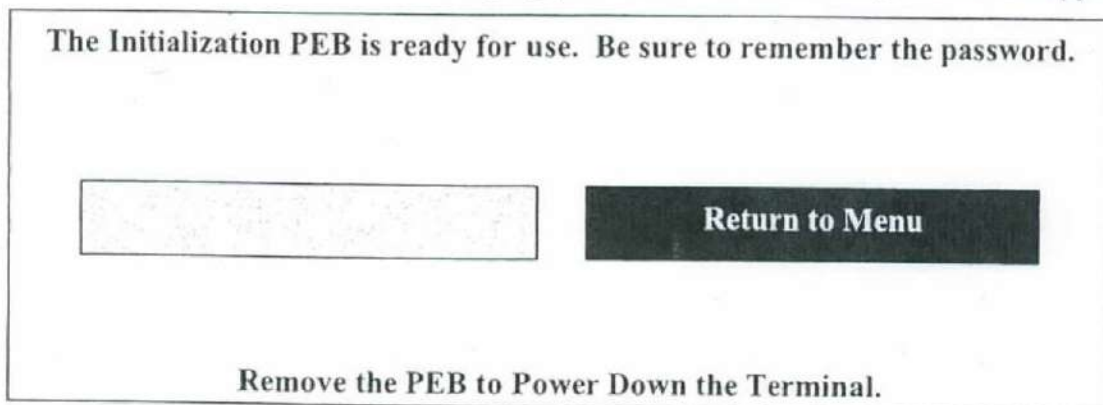
Use an initialization PEB to return a terminal to a known state if the current passwords and EQC code are not known, or to close an open terminal containing votes and prepare it for a Clear and Test. An EQC code is not written to the terminal in this process. A Clear and Test should be done afterwards to establish the desired EQC code.

Note: Closing a terminal with an Initialization PEB does not collect votes.

To prepare an initialization PEB

- 39. While pressing the **VOTE** button, insert the **PEB** you wish to use as an initialization PEB into a RED Supervisor Terminal and access the Terminal Menu.
- 40. Press the **Election Administration** option. Enter the default password OR your jurisdiction's custom password and press **OK**.

NOTE: A custom password might be used if the Supervisor terminal had been initialized with an Initialization PEB or a Clear and Test PEB containing custom passwords.
- 41. Press the **PEB Services** option. The PEB Services menu appears.
- 42. Press **Prepare PEB for Initialization**. Enter a password for the Initialization PEB. This password will be required when you use the PEB.
- 43. The terminals that you plan to initialize with this PEB must be identified. Enter the serial number(s) that correspond to the terminals you will be using.
- 44. When all serial numbers have been entered select **Exit Menu**. The Enter New Terminal Passwords menu appears. You may retain the current passwords on the terminals (if they are known) or you may establish the "default" passwords or new passwords.
- 45. Select a password to change. The corresponding password screen will appear.
- 46. Enter the new password. Passwords must be at least 6 characters, but not to exceed 8 characters in length. Press **OK** to return to the Enter New Terminal Passwords menu. The new password will now appear beside the selection.
- 47. Repeat steps 45 and 46 to change more passwords.
- 48. Select **Exit Menu** when finished changing passwords. The following screen will appear:



- 49. Follow the on-screen instructions to continue. When done, remove the PEB and press the VOTE button to power down.

Using an initialization PEB

- 50. Insert the formatted Initialization PEB into one of the designated terminals. The Initialization Password screen appears. Enter the password that was established at the time the PEB was prepared. The following screen appears:

iVotronic Terminal Initialization

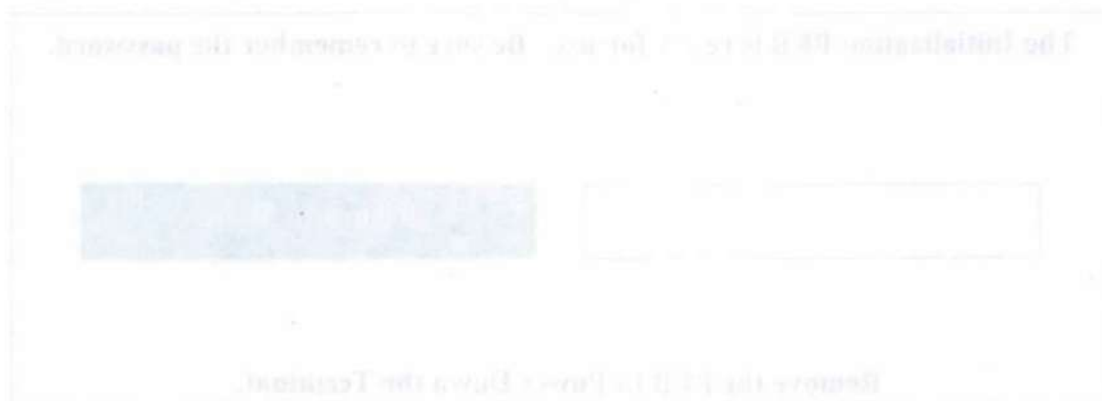
Press the VOTE button to start the Initialization Process.

Press the touch screen to EXIT the Initialization Process.

Following the Initialization Process the iVotronic Terminal will contain the following Passwords:

DAM Password:	xxxxxx	000 057
Service Menu Password:	xxxxxx	SVC SVC
Election Central Menu Password:	xxxxxx	ECA ECA
Clear and Test Password	xxxxxx	CLR CLR
Override Password:	xxxxxx	ESS ESS
Lock Unlock Password:	xxxxxx	LCK LCK
Upload Firmware Password:	xxxxxx	WFF WFF
Qualification Code Password:	xxxxxx	EQC EQC

- 51. Press the VOTE button to begin the initialization process.
- 52. When the initialization process is finished you will be prompted to remove the PEB. The terminal will then shut down.
- 53. Bring the terminal back up and Clear and Test the terminal with a PEB containing the desired EQC code. Refer to Clear and Test procedures in this checklist.



Clear and Test a Terminal using a Clear and Test PEB

Use a Clear and Test PEB to Clear and Test a large number of terminals. A Clear and Test PEB allows you to bypass the Setup & Configuration password screen. This PEB also allows you to establish custom passwords. This PEB must be prepared on a RED Supervisor terminal.

To prepare a Clear and Test PEB

- 54. **While pressing the VOTE button, insert a supervisor PEB** that has been qualified for the current election into a RED Supervisor terminal. At the Terminal menu, select the **Election Administration** option. **Enter the default password OR** your jurisdiction's custom password and **press OK**.
NOTE: A custom password might be used if the terminal had been initialized with an Initialization PEB or a Clear and Test PEB containing custom passwords.
- 55. **Select the PEB Services** option.
- 56. **Press Prepare PEB for Clear and Test**. The Preparing a Clear and Test PEB screen appears.

Preparing a Clear and Test PEB

You have selected to prepare a PEB that may be used to expedite the Clear and Test function in preparation for a new election.

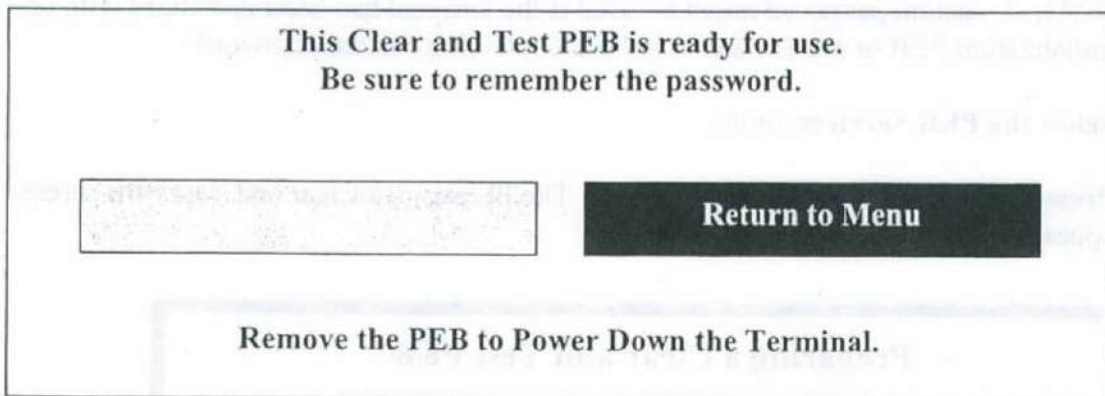
The Clear and Test PEB must be qualified for use in the new election or an additional Clear and Test step will still be required before opening the terminals for the new election

If this PEB is not qualified for the new election, press [NO] below and then qualify the PEB before proceeding.

Would you like to prepare a Clear and Test PEB?

- 57. **Press Yes**. A password information screen appears indicating that the password entered on the following screen must be the same as the Clear and Test password on the terminals that you plan to Clear and Test.
- 58. **Press Yes** to proceed. The Clear and Test password screen is displayed
- 59. **Enter the password** that the terminal(s) require to accomplish the Clear and Test, and **press OK**. This password will be required when you use the PEB to Clear and Test terminals.
- 60. The Enter New Terminal Passwords menu appears. You may retain the current passwords on the terminals (if they are known) or you may establish default or new passwords.

- 61. **Select a password** to change. The corresponding password screen will appear.
- 62. **Enter the new password.** Passwords must be at least 6 characters, but not to exceed 8 characters in length. **Press OK** to return to the Enter New Terminal Passwords menu. The new password will now appear beside the selection.
- 63. Repeat steps 61 and 62 to change more passwords.
- 64. **Select Exit Menu** when finished changing passwords. The following screen will appear:

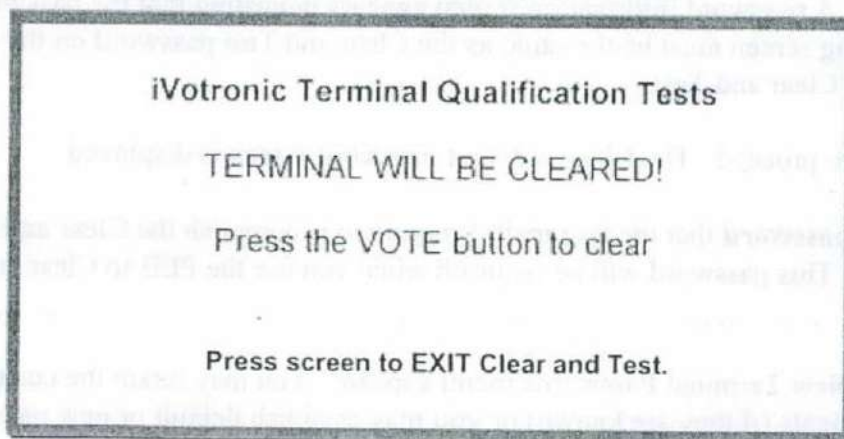


- 65. **Press Prepare Another PEB** to make additional Clear and Test PEBs. **Press Return to Menu** to return to the PEB Services menu, **or remove the PEB** and power down.

To Clear and Test with a prepared PEB

- 66. **Insert the Clear and Test PEB** into the terminal that you want to clear. The clear and test password screen appears.
- 67. **Enter the Clear and Test password** for this PEB and **press OK**. The verification screen appears after you enter the correct password.

Clear and Test Verification Screen



68. Press the VOTE button. The message "You may remove PEB. Terminal Clear and Test has started." appears. **Remove the PEB.**

69. The screen will display the following messages: "Testing and Clearing Memory Storage Areas. Erasing, Writing, Reading, Erasing Again, PASS." The message "Terminal Clear and Test Successful" appears when the process is complete. **Press OK** to power down the terminal

This through 103 is pre-set by ESTS

Setting the Date and Time (on the blue terminals).

REMEMBER this is the current time and date, not the opening or closing time of your election.

70. Press the VOTE button while inserting a PEB. The Terminal Menu is displayed.

71. Select the Setup and Configuration option. Enter the Service Menu default password OR your jurisdiction's custom password, and press OK.

72. Select the Configure Terminal>> option.

73. At the Configure Terminal menu, select the SET TIME AND DATE option.

Set Date and Time screen

Enter time in 24 hour format.

Press and hold to change value.

□ □ □	□ □ □	
15:23:17	03/22/2003	Friday
□ □ □	□ □ □	□ DONE

Use Automatic Daylight Savings Time Correction

IN Daylight Savings Time

74. At this screen, check to see that the current date and time are displayed. **Use the boxes above and below to set the date and time.** Remember to enter in military time or 24-hour time.

75. If your jurisdiction adheres to Daylight Savings Time, make sure to **select the Use Automatic Daylight Savings Time Correction In Daylight Savings Time box.** Press **Done.**

76. **Continue to set up the terminal** in the Configure Terminal menu, **or remove the PEB and press the VOTE button** to power down the terminal.

Set Vote Button Configuration

- 77. Access the **Configure Terminal** menu as detailed in steps 70 - 72.
- 78. At the Configure Terminal menu, select **Set Vote Button Configuration**.
- 79. Select the option you want to hear when the VOTE button is activated. There are 4 pre-programmed configurations that may be selected, each with different tone On/Off times. Also, there is the availability of creating a configuration of your choice by selecting "User Configuration". If this is selected you will be prompted to enter On and Off times (measured in milliseconds). At each prompt, enter your desire time in milliseconds and press OK.
- 80. Select **Number of Repeats**, and enter a number (up to 10).
- 81. You can listen to the selection by **pressing Test**.
- 82. When satisfied, **press Exit**. You will be returned to the Configure Terminal menu. **Continue to set up the terminal** in the Configure Terminal menu, **or remove the PEB, and press the VOTE button** to power down the terminal.

Selecting Progress Bars

The progress bars show the status of iVotronic operations during poll opening, poll closing and other file transfer operations.

- 83. Access the **Configure Terminal** menu as detailed in steps 70 - 72.
- 84. Press **Enable Progress Bar**. The Enable Progress Bars screen appears.
- 85. Press **Enable Bars** to activate enable bars. A red X appears in the box when you have enabled the progress bars.
- 86. Press **Done**. **Continue to set up the terminal** in the Configure Terminal menu, **or remove the PEB and press the VOTE button** to power down the terminal.

Note: Using Progress Bars may have the effect of slowing down the poll opening and closing process on very large elections where many precincts are used on one terminal.

Enabling the Zoom Selection Screen

The zoom feature is always disabled in version 9.1.4.0, as it is not currently supported in bitmap elections.

Preparing an ADA-equipped iVotronic Terminal for the ADA voter

ADA equipped iVotronic terminals are used by both ADA and non-ADA voters. A compact flash card must be inserted into the ADA terminal that contains the appropriate .wav files before the terminal is powered up. If a flash card is not present or inserted into the terminal, the ADA terminal cannot operate in the voice mode.

Enabling Audio Ballot

The audio ballot must be enabled on the ADA terminals before they can be used in this mode.

- 87. **Access the Configure Terminal menu** as detailed in steps 70 - 72.
- 88. At the Configure Terminal menu, **select Enable Audio Ballot** option.
- 89. At the Enable Audio Ballot on unit screen, **press the Enable Audio Ballot box**. A red "X" will appear in the box.
- 90. **Press OK** to enable the audio ballot. The Configure Terminal menu screen appears with the message, "Audio Ballot Enabled" in the system information at the bottom of the screen.
- 91. **Continue to set up the terminal** in the Configure Terminal menu, **or remove the PEB and press the VOTE button** to power down the terminal.

Setting Volume

This option will be disabled (highlighted and marked with N/A) unless the Audio ballot has been enabled and a flash card with .wav files is installed.

- 92. **Access the Configure Terminal** menu as detailed in steps 70 - 72.
- 93. **Select Set Volume**.
- 94. Make sure the volume is set at least at 250 or greater. To test the setting, **plug a headset into the ADA terminal, and press the TEST button**.

NOTE: For headphones with an inline volume control, set the volume to the maximum so voters may adjust the volume to their own comfort level.

- 95. When satisfied with the volume, **press EXIT**. **Continue to set up the terminal** in the Configure Terminal menu, **or remove the PEB and press the VOTE button** to power down the terminal.

Set Screen Backlight Timeout

For use only when external power supplied, set the backlight timeout for the number of minutes you want the Welcome screen (Splash Screen) to display before the terminal automatically powers down.

- 96. Access the **Configure Terminal** menu as detailed in steps 70 – 72.
- 97. Press **Set Screen Backlight Timeout**. The Adjust Backlight Timeout screen appears:

Adjust Backlight Timeout

Minutes = 3
Seconds = 0

- Up
- Down
- Set Default (3 Minutes)
- Save & Exit

- 98. Press **Up** or **Down** to raise or lower the timeout interval in 30-second increments. Select from a timeout range of 30 seconds to 30 minutes. **OR** press **Set Default (3 minutes)** to change the timeout to three minutes.
- 99. Press **Save & Exit** to save the setting and return to the **Configure Terminal** menu. **Continue to set up the terminal in the Configure Terminal menu, or remove the PEB and press the VOTE button to power down the terminal.**

Enabling Real-Time Audit Log Printing

- 100. Access the **Configure Terminal** menu as detailed in steps 70 – 72.
- 101. Press **Enable Real-Time Audit Log Printing**.
- 102. Enter the default **Override password** OR your jurisdiction's custom password and press **OK**.
- 103. The Enable RTAL screen appears: **Press the Done box** when finished.

Use the Enable RTAL box to Start
Or stop Real-Time Audit Log Printing.
Press the Done Box when Finished.

Enable RTAL

Done

Testing the Printer


Test the thermal printer in the Communications Pack before every election. Use the thermal printer on Election Day to produce zero tapes and polling place results reports.

- 104. **Access the Election Administration** menu as detailed in steps 2 - 4 of this checklist.
- 105. Attach the cable from the Communication Pack to the RS232 Connector on the back of a supervisor or voter terminal.
- 106. **Turn the Selector Switch on the Communication Pack to PRINTER and press the small black button** on the printer until the green light becomes illuminated.
- 107. **Press Diagnostics>>** option.
- 108. **Press the Test Printer** option.
- 109. **Select the type of printer** used in your communications pack.
- 110. **Press Update Printer Status option** to show if printer is active. Status will display under screen title.
Note: Citizen Printer will always display the message, " Citizen Printer: Manually verify. Auto Sensing not supported."

NOTE: This test does not guarantee that the current printer batteries will support the printer throughout the entire election. To ensure battery life, replace old batteries before each election, and turn the printer off when not in use.

- 111. **Press Print Linefeed** to advance one line.
- 112. **Press Exit Menu** to return to the Test Printer Selections Menu.
- 113. **Press Exit Menu** to return to the Diagnostics Menu.
- 114. **Press Exit Menu** to return to the Election Administration Menu.
- 115. **Press Exit Menu** to return to the Terminal Menu.

Run an Election Test

 The Logic and Accuracy Test option is only available on the Terminal Menu if the terminal has been Cleared and Tested. Operation of additional menu items not covered in this checklist, may be found in the iVotronic v9.1.2 Operations Manual. In addition, be sure to Clear and Test all terminals and Clear Supervisor PEB Vote Totals after any test so that the equipment is ready to use in the actual election.

There are 4 options available for testing the election.

Three automated Logic and Accuracy tests are available. Each of these tests automatically records votes for each candidate. The number of votes cast depends on the test you choose.

You can also run a manual election test by opening the terminals for voting, manually voting while keeping a tally of the votes, then closing the terminals and printing a results tape. Compare your manual tally with the results tape to verify tabulation.

L & A Vote for One Test

The total number of ballots cast for this test will be one greater than the number of candidates in the largest contest on the Ballot. In other words, if the largest number of candidates in a contest is six, seven ballots will be cast. One vote is recorded for each candidate (including write-ins) and one blank ballot is cast. For contests with less than six candidates, each candidate will still get one vote, one blank ballot is cast, and the remaining votes for that contest are recorded as under-votes.

- 116. Access the Terminal Menu as detailed in step 2 of this checklist.
- 117. Select the Logic and Accuracy >> option.
- 118. Enter the Service Menu default password OR your jurisdiction's custom password.
- 119. Press OK. *Then skip to 124*
- 120. Select the L&A Vote for One Test. A screen is displayed indicating "Touch the VOTE button to continue" or "Touch the screen to cancel this test".
- 121. Press the VOTE button. The terminal executes the vote for one test and when complete, the message "Logic and Accuracy Test Finished" is displayed. Press the screen to continue ..."
- 122. Press the screen to return to the Logic and Accuracy Tests menu.
- 123. Verify test results and accuracy using one of the following options:
 - Select the Display L & A Vote Totals option. Votes are collected. The screen displays "View L&A totals now?". Press YES. L&A totals will be displayed. Touch the screen to advance from page to page in the report. When the "Report Finished" message appears, press the screen to return to the Logic and Accuracy Tests menu.
 - Select the Print L & A Vote Totals option. Votes are collected. The screen displays "Print L&A totals now?". Press YES. Instructions for preparing the Communications Pack will be displayed. Follow these instructions to connect the communications pack, and then press the Print button. Vote totals will print. If you want to print another report, press YES when the "Do you want to print another?" message appears. Otherwise press NO, and you will be prompted to turn the Communication Pack off

and **press the screen** to continue. Then **press the screen** again to return to the Logic and Accuracy Tests menu.

124. Clear the test vote totals from the terminal by **selecting the Clear and Test Terminal option**. The message "TERMINAL WILL BE CLEARED! Press the VOTE button to clear. Press screen to return to Logic and Accuracy menu" is displayed.

NOTE: You will not be able to exit the Logic and Accuracy menu without clearing and testing the terminal.

125. **Press the VOTE button**. The message "**Testing and Clearing Memory Storage Areas**" appears, and the screen returns to the Logic and Accuracy menu when the process is complete.
126. Regardless of which option you used to view or print your L & A test election results, you must **clear those votes from the PEB**. The detailed steps of this procedure will be covered later in steps 165 -168 of this checklist.

Automated Multi Vote Test *Most closely mimics election day.*

This test gives the first candidate one vote, the second candidate two votes, the third candidate three votes, and each successive candidate in a race one more vote. For instance, if the largest number of candidates in a contest is six, the iVotronic casts 22 ballots (1+2+3+4+5+6+ a blank ballot). The terminal records votes for each candidate including write-ins and casts one blank ballot. For contests with less than six candidates, each candidate will still get the appropriate number of votes with the remaining votes for that contest recorded as under-votes.

127. From the Logic and Accuracy Tests menu, **select L & A Multi Vote Test**. A message with instructions "Touch the VOTE button to continue" appears.
128. **Press the VOTE button**. The message "Retrieving Ballot Data. Please Wait. You will be notified at completion" appears. The terminal executes the Multi Vote test and the message "Logic and Accuracy Test Finished. Press screen to continue" appears.
129. **Press the screen** to return to the Logic and Accuracy Test menu.
130. Verify test results and accuracy using one of the following options:
- **Select the Display L & A Vote Totals option**. Votes are collected. The screen displays "View L&A totals now?" **Press YES**. L&A totals will be displayed. **Touch the screen** to advance from page to page in the report. When the "Report Finished" message appears, **press the screen** to return to the Logic and Accuracy Tests menu.
 - **Select the Print L & A Vote Totals option**. Votes are collected. The screen displays "Print L&A totals now?" **Press YES**. Instructions for preparing the Communications Pack will be displayed. **Follow these instructions to connect the communications pack**, and then **press the Print button**. Vote totals will print. If you want to print another report, **press YES** when the "Do you want to print another?" message appears. Otherwise, **press NO** and you will be prompted to **turn the Communication Pack off**

and **press the screen** to continue. Then **press the screen** again to return to the Logic and Accuracy Tests menu.

- 131. Clear the test vote totals from the terminal by **selecting the Clear and Test Terminal option**. The message "TERMINAL WILL BE CLEARED! Press the VOTE button to clear. Press screen to return to Logic and Accuracy menu" is displayed.

NOTE: You will not be able to exit the Logic and Accuracy menu without clearing and testing the terminal.

- 132. **Press the VOTE button**. The message "Testing and Clearing Memory Storage Areas" appears and the screen returns to the Logic and Accuracy Menu when the process is complete.
- 133. Regardless of which option you used to view or print your L & A test election results, you must **clear those votes from the PEB**. The detailed steps of this procedure will be covered later in steps 165 - 168 of this checklist.

Go to step 154, Print Results

Vote Selected Ballot Test *Volume of ballots testing.*

This test allows you to select the candidates that get votes and the number of ballots cast.

Record your votes as you select candidates, so you can compare these numbers to the printed results.

- 134. From the Logic and Accuracy Tests menu, **select L & A Vote Selected Ballot Test**. A message with instructions "Touch the VOTE button to continue" appears.
- 135. **Press the VOTE button**. The message "Retrieving Ballot Data. Please Wait. You will be notified at completion" appears. If you are testing a bitmap ballot the message "Loading Bitmaps for Test Vote, Please Wait" appears. The Set Number of Ballots to Cast screen appears after the terminal retrieves the ballot data.

Set Number of Ballots to Cast.				
Total =0				
	Thousand	Hundred	Ten	One
Up.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dn.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/> Done			

Please press the appropriate box to set each digit of the number
Press the Done box when finished.

136. **Press the Up and Down boxes** to select the number of ballots you want to cast. **Press Done** when Total equals the number of ballots you want to cast.
137. **Select the ballot** that you want to test from the ballot selection screen. If only one ballot is present on the PEB, the terminal will retrieve it automatically. The message "Please remove Supervisor PEB" appears.
138. **Remove the PEB, select a language** if necessary, and the ballot appears.
139. **Vote the ballot and press the flashing VOTE button** when you are finished. The message "Casting Logic and Accuracy Ballots, Ballot X" appears where X is the number of the ballot the terminal is currently processing.
140. **Replace the PEB** if the terminal message indicates such. "Press Screen to continue" appears. **Press the screen** to return to the Logic and Accuracy Test menu.
141. Verify test results and accuracy using one of the following options:
- **Select the Display L & A Vote Totals option.** Votes are collected. The screen displays "View L&A totals now?" **Press YES.** L&A totals will be displayed. **Touch the screen** to advance from page to page in the report. When the "Report Finished" message appears, **press the screen** to return to the Logic and Accuracy Tests menu.
 - **Select the Print L & A Vote Totals option.** Votes are collected. The screen displays "Print L&A totals now?" **Press YES.** Instructions for preparing the Communications Pack will be displayed. **Follow these instructions to connect the communications pack,** and then **press the Print button.** Vote totals will print. If you want to print another report, **press YES** when the "Do you want to print another?" message appears. Otherwise, **press NO** and you will be prompted to **turn the Communication Pack off** and **press the screen** to continue. Then **press the screen** again to be returned to the Logic and Accuracy Tests menu.
142. Clear the test vote totals from the terminal by **selecting the Clear and Test Terminal option.** The message "TERMINAL WILL BE CLEARED! Press the VOTE button to clear. Press screen to return to Logic and Accuracy menu", is displayed
- NOTE: You will not be able to exit the Logic and Accuracy menu without clearing and testing the terminal.
143. **Press the VOTE button.** The message "Testing and Clearing Memory Storage Areas" appears and the screen returns to the Service Menu when the process is complete.
144. Regardless of which option you used to view or print your L & A test election results, you must **clear those votes from the PEB.** The detailed steps of this procedure will be covered later in steps 160 - 163 of this checklist.

Manual Test Vote

- 145. On a BLUE voter terminal, **insert the Master PEB.**
- 146. **Follow the instructions on your Poll Worker Checklist to open the polls, but it will not be necessary to print a Zero Tape.**
- 147. When the terminal is open for voting, **insert a Supervisor PEB, vote, and press the VOTE button.** Do this several times, keeping a tally of your votes to check with the Totals Tape for accuracy.
- 148. When finished voting, you will need to close the polls by inserting the Master PEB while pressing the VOTE button. The Terminal Menu is displayed.
- 149. **Select the Election Services option. Enter the Service Menu default password OR your jurisdiction's custom password and press OK.**
- 150. **Select Close Terminal Early.** A question will be displayed, "Do you want to close the terminal early? **Press Yes.**
- 151. When prompted, **enter the Override default password OR your jurisdiction's custom password and press OK.**
- 152. Votes will be collected to the PEB, please wait. The next screen will prompt you to remove the PEB. **Remove the PEB.** If a flash card is installed, the audit data will be copied to the flash card.
- 153. When closing and data collection is complete, the screen will prompt to "Touch the screen to exit". **Touch the screen** and the terminal will power down.
NOTE: If more than one voter terminal was used for this test election, each voter terminal must be closed using the Master PEB.

Print the Results

- 154. Take the terminal and the Master PEB and place on a hard, flat surface along with the Communications Pack. Connect the Communications Pack to the terminal.
- 155. **Insert the Master PEB** in the terminal. The terminal will display 2 print options. Regardless of how many terminals you used in this manual test, **press the box next to "Print polling location results tape now?"** Instructions for the communications pack will be displayed.
- 156. **Turn communication pack selector switch to PRINTER.**
- 157. **Press and hold the small black button** on the printer until the green light turns on.

- 158. Press the **PRINT** button on the iVotronic screen to print the Totals Tape.
- 159. When the predetermined number of tapes have printed, the screen will ask, "Do you want to print another?" Answer appropriately. When finished, **select NO**.
- 160. Press **Done** on the following screen. **Follow on-screen instructions**.
- 161. If your election is coded to transmit results via modem, **press CANCEL** on the "Modem Report" screen.
- 162. The message, "Do you want to re-collect this terminal" is displayed. **Press No**. You will be prompted to **remove the PEB**. The terminal will power down.
- 163. Verify the results tape with your manual tally.

Clearing and Testing the Terminals after the manual test

- 164. Follow the instructions for **Clearing and Testing Voter Terminals** in this checklist starting at step 24, and using scenario #2.

Clearing Vote Results from PEB's – only those that were used to collect the votes from the terminals.

- 165. USING THE RED SUPERVISOR TERMINAL, access the **Election Administration menu**, following steps 2 – 4 in this checklist. At the Election Administration menu, **select PEB Services**.
- 166. **Select Clear Supervisor PEB Vote Totals**. This clears out vote totals without deleting the ballot stored in the PEB.
- 167. "Clear ALL votes stored on this PEB?" is displayed. **Press Yes**.
- 168. When finished, **touch the screen** to continue. **Take out the PEB and either put in another PEB to be cleared, or press the VOTE button** to power down the terminal. Do this for all PEBs used to collect votes for the test.

LOCKING THE TERMINALS

LOCKING THE TERMINALS FOR EARLY VOTING

This feature is typically only used for Early Voting and is not used on Election Day terminals. It is shown in this "Operations Checklist" because the procedure involves passwords that are not typically given to poll workers.

On a terminal that is open for voting:

- 169. Press the **VOTE** button while inserting the **PEB**. The Terminal Menu is displayed.
- 170. Select **Lock Terminal**. The Lock Terminal password screen is displayed.
- 171. Enter the **Lock/Unlock default password** OR your jurisdiction's custom password and press **OK**.
- 172. The terminal will display, "Please remove PEB. Terminal Locked for Voting". **Remove the PEB**.

Unlocking terminal

- 173. **Insert the PEB** into the voting terminal. A message will appear "This terminal is locked for Voting. Touch screen to Unlock".
- 174. **Touch the screen**. The Unlock Password screen appears.
- 175. Enter the **Lock/Unlock default password** OR your jurisdiction's custom password and press **OK**.
- 176. The message "Please remove PEB. Terminal is now open for Voting" is displayed.

ELECTION DAY – POLL WORKER'S CHECKLIST

Go to the Poll Worker's Checklist for setting up the voting booths, opening polls, voting, closing polls, and modeming vote totals before going to the next section below. When finished with the Poll Worker checklist, come back here and follow the steps in the Post Election Reporting.

POST ELECTION

Post Election Reporting

If a Flash Card is present in a terminal at Poll Closing, the Audit Data is automatically collected. If the jurisdiction wants to retrieve the audit trail from each of their blue voter terminals at some point after the election, one of these options can be used: A) load to a compact flash, or B) Upload to a PC. Follow either A or B.

A-(1). Preparing and Using a PEB for Compact Flash Audit

This procedure allows a PEB from the polling location to be prepared to automate the process of collecting the Audit data to a compact flash card.

NOTE: Once a PEB has been prepared in this manner, it can no longer be used to initialize a ballot for this election.

- 177. Use a Supervisor PEB without vote totals on it to activate the Terminal Menu on a Supervisor terminal. Press the Election Administration menu and enter the password when the password screen appears. The Election Administration menu will appear.
- 178. Press PEB Services. The PEB Services menu appears.
- 179. Press Prepare PEB for Compact Flash Audit. A verification message appears with the question "Prepare PEB for COMPACTFLASH audit collection?"
- 180. Press Yes. When the process is complete the message "PEB prepared for COMPACTFLASH audit collection" appears. Press the screen to return to the Election Administration menu. Remove the PEB and press the VOTE button to power down.

Using the prepared PEB for Compact Flash Audit:

- 181. If the terminal to be collected does not already have a compact flash card installed, install a compact flash in the slot at the top of the unit.
- 182. Insert the prepared PEB in the terminal.
- 183. The terminal will display: "Checking for Compact Flash".
- 184. Once found, the terminal will display: "Storing Audit Data\adt\Vxxxxxxx.EBN, where the X's will indicate the serial number of the terminal being collected. The file being collected is a compressed and encrypted binary file.
- 185. When completed, you will be prompted to **remove the PEB**, and the terminal will power down.
- 186. You may remove the flash card.

A-(2) Capturing Election Audit Data to Compact Flash

If you do not want to use a "Prepared PEB" for the Compact Flash Audit, but want to upload manually to a compact flash, then perform the following steps:

NOTE: You must insert Compact Flash BEFORE initializing the iVotronic.

- 187. Use a Supervisor PEB to activate the Terminal Menu on a Voter terminal. Press the Election Administration menu and enter the password when the password screen appears. The Election Administration menu will appear.
- 188. Select Upload Data.
- 189. Select Upload Audit Data to Compact Flash.
- 190. The screen will display "Checking for compact Flash".
- 191. Once found, the terminal will display "Storing Audit Data\adt\Vxxxxxxx.EBN, where the X's will indicate the serial number of the terminal being collected. The file being collected is a compressed and encrypted binary file.
- 192. When completed, you will be returned to the Upload Data menu. Remove the PEB and press the VOTE button to power down.
- 193. When the terminal is powered down, you may remove the flash card.

Preparing PEB for Serial Audit

This procedure allows a PEB from the polling location to be prepared to automate the process of collecting the audit data through a serial connection to the reporting Computer running ERM (Election Reporting Manager).

NOTE: Once a PEB has been prepared in this manner, it can no longer be used to initialize a ballot for this election.

- 194. Use a Supervisor PEB without vote totals on it to activate the Terminal Menu on a Supervisor terminal.
- 195. Press Election Administration. Enter the Election Administration password. The Election Administration menu appears.
- 196. Press PEB Services. The PEB Services menu appears.
- 197. Press Prepare PEB for Serial Audit.
- 198. A verification message appears with the question "Prepare PEB for Serial audit collection?"
- 199. Press Yes. When the process is complete the message "PEB prepared for serial audit collection" appears. Press the screen to return to the Election Administration menu. Remove the PEB and press the VOTE button to power down.

Uploading Terminal Audit Data

Take the Prepared PEB to a blue voter terminal that has been connected to a PC with Election Reporting Manager running and the special menu items selected.

- 200. **Insert the prepared PEB.**
- 201. Follow the instructions on the screen:
 - a. **Connect the serial cable to the PC**
 - b. **Prepare PC to accept Audit Trail Data Upload**
 - c. **Press Vote button** to proceed with upload, or **Press screen** to skip upload
- 202. **Connect the voter terminal to the PC** by plugging one end of the serial cable into the back of the iVotronic and the other end into a COM port on the computer.
- 203. **Prepare the computer** and perform procedures according to ERM checklists for serial audit collection.
- 204. The remaining terminals can be connected to the computer and the audit data uploaded from the same computer screen.

Recollect Votes for Recount – Refer to Operator’s Manual

Some situations may arise in an election that make a recount necessary. The iVotronic Voting System design makes this recount a simple procedure, as long as the equipment has not been prepared for another election (i.e., cleared and tested terminals and qualified supervisor PEBs).

The Master or Supervisor PEBs that were originally used at a polling location must be used to recollect the votes from that location’s voter terminals. The ballot formats must match. The voter terminals will not allow votes to be recollected to a Master or Supervisor PEB with different ballot formats.

Closing the Terminal Early

This procedure is not intended for, or recommended to be used by poll workers, as it requires a secure password. When necessary, this should only be performed by election staff and/or trainers.

- 205. Access the **Terminal Menu** by inserting the Master PEB while pressing the VOTE button. The Terminal Menu is displayed.
- 206. Select the **Election Services** option. Enter the **Service Menu default password** OR your jurisdiction's custom password, and **press OK**.
- 207. Select **Close Terminal Early**. A question will be displayed, "Do you want to close the terminal early? **Press Yes**.
- 208. When prompted, enter the **Override default password** OR your jurisdiction's custom password and **press OK**.
- 209. Votes will be collected to the PEB, please wait.
- 210. The next screen will prompt you to **remove the PEB**. If a flash card is installed, the audit data will be copied to the flash card.
- 211. When closing and data collection is complete, the screen will prompt to "Touch the screen to exit". **Touch the screen** and the terminal will power down.

Operations Checklist ADDENDUM

Calibrating the Ivotronic Touch Screen

1. Press the VOTE button while inserting a PEB. The Terminal Menu is displayed.
2. At the bottom of the Terminal Menu, in black, you will read, "Press the VOTE button to calibrate the screen." Press the VOTE button.
3. On the initial calibration screen, the user is offered a choice. Either "Press the VOTE button to calibrate the screen." OR "Touch the screen to skip calibration." Press the VOTE button.
4. On the calibration screen touch at the intersection of the small X you see on the screen. This target will move around the screen to help triangulate the calibration of every area of the touch screen. When complete, the final calibration screen offers an opportunity to test the calibration by having the user touch the screen and the X will follow the touch.
5. When complete, press the VOTE button to complete the calibration.
6. You are returned to the initial calibration screen. Choose "Touch the screen to skip calibration." You are returned to the Terminal Menu.
7. Power down the Ivotronic.

Changing the RTAL Printer Paper

It is a good idea to replace the RTAL printer paper BEFORE each election. The thermal paper is available from ES&S Customer Service (800) 247-VOTE (8683). When the RTAL equipped Ivotronic runs out of paper, the machine will stop operations until the paper is replaced correctly. To change the RTAL paper:

1. A person with the Ivotronic keys and a new roll of paper will need to insert the key into the RTAL lock on the back of the ballot booth.
2. The RTAL door will open up. Inside you will see a gold handle that reads, "PULL TO RELEASE." Pull the handle down. The RTAL will release down toward the front.
3. To remove the take up spindle, push down on the metal spring axle caddies on both sides of the spindle and the spindle will release toward you. Note the orientation of the paper on the spindle roll as this is the same orientation a new roll will need to have for the RTAL to function correctly.
4. Handle and store the paper roll in accordance with your jurisdiction regulations and directions.
5. Remove the empty cardboard roll from the printer roller by gently pressing down on the metal spring clip on the end of the printer roller.
6. With the new thermal paper roll, you will receive a new black plastic spindle. The spindle will need to be assembled by connecting both guide disks to the axle. Set aside for now.
7. Take note of the paper orientation instructions below the printer roller. The

orientation is crucial to successful RTAL functionality.

8. Place the new roll of paper on the printer roller and feed into the mouth of the RTAL printer. A sensor inside will detect the paper and will automatically begin feeding the paper through the printer.
9. You will need to run approximately 30-40 inches of paper through the printer to also feed the take up roll.
10. Once you have an adequate amount of paper available, feed the paper through the center slot in the take up spindle axle. The take up spindle will need to be oriented so the axle gear aligns with the right side of the RTAL as you are facing the printer from the back of the voting booth. Roll the spindle toward the RTAL until it is near the metal spring axle caddies.
11. Snap the take up spindle into the metal spring axle caddies.
12. At the top left corner of the RTAL printer, you will see a yellow slack adjuster lever. Press this lever away from you and the RTAL will begin taking up any paper slack in the take up spindle.
13. Close the RTAL printer by lifting it back into place until it locks behind the gold handle.
14. Close the RTAL door and lock it with a key.
15. A ballot may have been in progress and will need to be cancelled. Follow Cast/Cancel Ballot instructions from the Election Day Checklist. The reason would be Printer Failure.

IVO TROUBLESHOOTING GUIDE

➤ **FAILURE TO PRINT ZERO'S**

Hold down the VOTE button and insert the master PEB until it chirps a couple of times. The terminal menu will show and you choose the Election Services Menu. Enter your password and select OK. Choose print polling location Zero tape. Then choose YES. Connect the communications pack to the back of the terminal. Turn the switch to printer. Hold down the smaller black button until the green light appears on the printer. Then press the GREEN button to print. Make sure you turn off the communications pack and put the PEB back in the pack or their safe place to store it. (password = SBCSBC)

➤ **BALLOT WILL NOT LOAD ONTO THE TERMINAL**

You may have an error message that says Problem Accessing Inserted PEB, Improperly Qualified for this Election. Remove the PEB and check that the label on the PEB is the correct precinct identification. Note: ALL PEB's must have the specified precinct for that unit that was opened at poll opening process. Try to insert another PEB and check to make sure that it works and is properly identified. Try to insert the problem PEB into another terminal to try to duplicate the problem. This terminal may not have been qualified for the election. You must clear and test the terminal. **IF** the problem is isolated to one PEB **DO NOT USE** and contact Election Central for further assistance.

➤ **BALLOT IS ACTIVATED AT POLL OPENING**

Cancel the ballot on that terminal and contact Election Central for additional procedures. Remove PEB and continue on to the next terminals.

➤ **IVO SCREEN FREEZES**

There is a reset button located on the back of the IVO. You must remove the seal with wire cutters to open the door to get to this button. Use a straightened paper clip to push the reset button. This will have no effect on the totals stored within the unit and it does not affect items such as screen calibration, time and date settings, etc.

➤ **BATTERIES TOO LOW TO CONTINUE**

The IVO unit is designed to go to a dark screen after a period of inactivity (approx. 10 minutes). If the terminal detects low battery power, the terminal will beep once and display a message that battery voltage is low. The voter can proceed with the current ballot. When the battery power falls below 5.2 volts, the terminal will issue the following message: "Batteries too low to continue." Touch the screen to see if the WELCOME screen appears. If the screen does not appear, check to make sure the terminal is plugged in with the connector in the voter booth. Also check to make sure the units are all plugged into the wall. If using a power strip, make sure it is turned ON. If a voter terminal fails while in use by a voter, the terminal does not record the vote, and the voter should be provided with another ballot.

➤ **THE AUDIO BALLOT WILL NOT PLAY**

Be sure you are using the ADA IVO with the Green & Yellow buttons. Make sure the headset is plugged in tightly. If a ballot appears on the screen the audio ballot has not been selected. Cancel the ballot and start over. Make sure a flash card is in the slot and has been properly inserted.

➤ **CALIBRATION IS OFF**

This should **ONLY BE DONE** if they are having problems highlighting the selected choice. Hold down the VOTE button and insert the RED PEB. Press the VOTE button, then once more. Using your stylus pen press the center of the X that appears on the screen (make sure that no part of your hand or arm touches the screen). When done following the X's, perform the Touch Test by touching your stylus pen in various places on the screen. When finished, press the VOTE button, then the screen to exit this process.

➤ **ADJUSTING DATE AND TIME**

This should **ONLY BE DONE** if the time is off by more than 3 minutes or the date is incorrect. Hold down the VOTE button and insert the Red PEB. The terminal Menu will appear and choose Set Up and Configuration. Enter the password and select OK. Select Configure Terminal, then Set Date and Time. After making the correct adjustments, (Remember this is military time), verifying that Daylight Savings time is also marked, make sure you select done before leaving this screen. Remove the PEB then press the VOTE button to power down.

➤ **ADDING AN ADDITIONAL IVO AFTER POLLS HAVE BEEN OPENED**

Remove the GREEN PEB from the communication pack (or wherever they have chosen to put it away). Place the additional IVO on the table, next to the communication pack. Insert the PEB to open the terminal. When prompted to print a ZERO's tape, choose "Yes". Follow directions and connect the communication pack to the additional terminal. Review the tape and verify the number of terminals opened matches the number in the precinct. Make sure the zero tape is signed. Disconnect the communications pack, put the terminal in the voting booth and make sure that it is connected both in the booth and to the outlet either in the wall or the daisy chain. Return the GREEN PEB back to its safe storage place.

➤ **MASTER PEB FAILURE**

Situation #1: If you cannot use the Master PEB to open any of the terminals, mark it with a RED X and label it "DO NOT USE". You may use a RED PEB to open the polls and mark it **NEW MASTER**. You will need to put this away after opening the polls and another PEB will be made for use for activating the ballot during the day.

Situation #2: If you are opening the IVO and the Master PEB fails mark it with a RED X and label it "DO NOT USE". Make a new master with a RED PEB and continue to open the remaining terminals. Mark this PEB **NEW MASTER**. When printing the Zero's tape, make note that the serial numbers of the terminals opened with the previous PEB will not appear on the tape. Use this new master PEB to close the terminals at the end of the night. You will receive a message on the terminals that were not opened with the new master PEB, stating that this terminal was not opened with this PEB. Touch the screen and the closing process will continue.

Situation #3: If the Master PEB fails while closing the terminals, you may use a RED PEB and close ALL the terminals. Make sure you mark the Master PEB with a RED X, **IF** you have not used it to collect the votes on all terminals. Make a new master and mark it accordingly. You will need to use the new master in the terminals that you closed previously with the Master PEB. You will re-collect the votes from those terminals. To recollect, insert the PEB into the IVO and choose NO to print totals tape. Yes to recollect Terminal. The votes will then load to the new PEB. Make sure that all terminals votes are collected. This PEB must be marked **NEW MASTER**.

➤ **VOTER PEB FAILURE**

If a voter PEB malfunctions, examine the red communications window for dust. If dusty, blow it off with a quick puff of dry air and try the operation again. If that does not solve the problem, set that voter PEB aside and mark it with a RED X. A replacement can be made at Election Central.



➤ **VOTER TERMINAL FAILURE**

If a voter terminal fails during the act of voting, the terminal will not save the ballot in progress. The Public Count and the Prot3ective Count will not increment. The voter that was using the voter terminal at the time it failed should receive another ballot for voting.

➤ **TERMINAL SCREEN IS DIFFICULT TO READ (TOO DARK OR TOO LIGHT)**

Call Election Central for information.

➤ **TERMINAL EMITS A CHIRPING SOUND**

There are two reasons that the voter terminal would emit a chirping noise: If the voter leaves the terminal without selecting the option of casting the ballot, or if the batteries are running low. Make sure the terminal is PLUGGED IN.

➤ **INTERNAL MALFUNCTION-TERMINAL IS SHUTTING DOWN**

When the vote data in one of the three-vote storage memory chips no longer matches the image stored in the other two memory chips, the above message displays. To prevent vote image corruption, the terminal shuts down. Contact Election Central as quickly as possible in order to retrieve the votes from the terminal memory. **DO NOT** attempt further voting on this terminal.

➤ **PRINTER FAILURE**

Check the power switch. If the printer fails to print, first verify that you have activated the power switch. If the green light next to the "POWER" label is illuminated, the switch is on and there is power to the printer.

Check the Cables. Check the communications cable between the terminal and the communications pack. Verify that you have plugged it firmly into the back of the terminal. To ensure proper connection, disconnect and reconnect the cable end. If you are using the AC adapter, check that the wall socket is working, and check that you have plugged it firmly into the wall socket.

Check the batteries. If you are using batteries and the power switch is on, turn the switch OFF and check to make sure the batteries have been installed in the proper direction. Make sure they are set in tight for the proper connection. If you still do not have a connection install 6 new "D" batteries and retry the operation.

Check the paper. Verify the paper is not jammed. Press the feed button on the top of the printer. The paper should advance. If the paper does not advance, turn the printer over to its back. Lift the printer paper cover and feed the paper through the slot in the back. Once

the paper contacts the paper feed, the printer will automatically feed the paper through the printer. Close the printer paper cover and turn the printer over to its normal position.

➤ **ELIGIBLE VOTERS AFTER CLOSING TIME**

Insert your PEB into the terminal. The screen will display the close options menu: “Close the Polls” or “Exit This Menu.” Choose “Exit This Menu.” A ballot will appear and the voters can continue to vote. **REMEMBER TO USE YOUR GREEN PEB TO CLOSE THE POLLS ONCE ALL THE VOTERS HAVE HAD A CHANCE TO VOTE.**

➤ **A BALLOT COMES UP WHEN TRYING TO CLOSE THE POLLS**

If the ballot screen appears check your date and time at the bottom of the screen. You may be trying to close the polls too early. If your date and time is correct, contact ELECTION CENTRAL. Do not force close any terminals without consent of ES&S staff.

iVotronic Frequently Asked Questions

Technical Bulletin: FYIIVT0028

Date: August 17, 2006

Product Name: iVotronic

Version: 8.0 and Higher

1Q.) Why does the message “Problem accessing inserted PEB” appear on my terminal and the status line at bottom of screen says “Improperly qualified for this election” when the PEB is inserted?

A.) This means the EQC code in the terminal does not match the EQC code in the PEB. The terminals were probably not cleared after their last use. Clearing and Testing the terminal will usually resolve this issue.

2Q.) Why is the Clear and Test Terminal Option blacked out on my terminal?

A.) This means the terminal was not closed the last time it was used. If you have the PEB the terminal was opened with, you can close the terminal and Clear and Test it.

- If you do not have the PEB the terminal was opened with and are using version 8.0.x firmware you will have to create a Clear and Test PEB on the supervisor terminal and use it to Clear and Test the terminal.
- If you do not have the PEB the terminal was opened with and are using version 9.0.x firmware you will have to create a Initialization PEB on the supervisor terminal to close the terminal and then you will be able to Clear and Test the terminal from the Setup and Configuration Menu Option.

3Q.) Why does the message “Problem accessing inserted PEB” appear on my terminal and the status line at bottom of screen says “Improperly qualified for this Location” when the PEB is inserted?

A.) This means the location ID that the terminal was opened with does not match the location ID from the inserted PEB. Try a different PEB. If that does not work, the PEBs may have been loaded with a different Time and Date stamped Bin file, and all the PEBs for that location will need to be reloaded from the same file.

4Q.) Why does the message “Problem accessing inserted PEB” appear on my terminal and the status line at bottom of screen says “Improper Ballot Database Version” when the PEB is inserted?

A.) This means that the PEB does not contain a ballot definition, or the ballot database version on the PEB does not match the version on the terminal. Try a different PEB.

5Q.) Why did the message “ElectNID.txt file could not be found” appear on my terminal when I tried to open the terminal for voting?

A.) This occurs if the terminal cannot find the necessary files located on the compact flash card. Check to see if the flash card is fully seated in the terminal, or is missing from the terminal. If the compact flash card is correctly inserted, check the compact flash card to make sure it contains files, and has been formatted in FAT; not FAT 32. The compact flash card may need to be reloaded.

6Q.) Why does my terminal screen flash white bars when I insert the PEB?

A.) The compact flash card may not be seated correctly in terminal. Check the compact flash card.

7Q.) Where do I find my firmware version displayed?

A.) It appears at the bottom of the screen on any of the terminal menus.

8Q.) Why doesn't my RTAL printer print anything?

A.) The paper roll may be upside down. Check the paper to make sure it is feeding into the printer off the top of the roll.

9Q.) During poll closing, I received a message “PEB anomaly detected”. What does this mean?

A.) This usually means that the PEB was removed from the terminal before it had finished the closing procedure. It can also occur if the PEB battery is low and failed during closing. If the PEB battery failed, it does not affect the results on the terminal, and the terminals will need to be closed using a different PEB. If any terminals in that polling location were already closed before this condition occurred, those terminals will need to be reconnected to the new PEB. If another PEB is not available, the bad PEB can usually be recovered by using the Clear Supervisor PEB of Vote Totals option with a supervisor terminal, and ALL terminals reconnected to that PEB.

10Q.) Why does the blue welcome screen not appear on the iVotronic after a voter casts their ballot?

A.) The terminal is running on battery power. Check all AC power connections, and make sure terminal is getting power. Terminal voltage can be checked from the terminal menu, and should be about 9 volts when running on AC power.

11Q.) Why did my terminal stop working in the afternoon, and won't power up anymore?

A.) The terminal is not getting AC power and the battery has been discharged. Check all AC power connections, and make sure terminal is getting power. Terminal voltage can be checked from the terminal menu, and should be about 9 volts when running on AC power. The battery will begin charging when AC power is restored.

iVotronic™ Voting System v. 9.1.4.0

Poll Worker Activated

Poll Worker Checklist for a Bitmap Election

Assembling the Voting Booth

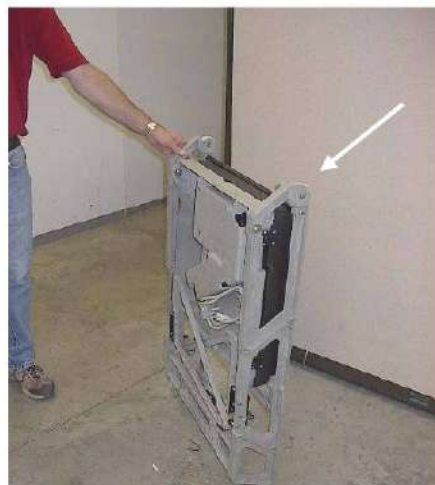
Reverse these steps to prepare the unit for transportation and/or storage.

CAUTION: This booth contains “joints” that could pinch your fingers and hands, Use caution when assembling this booth.

1. With the wheels down, move the booth to the desired location.



2. Turn the booth over, so that the wheels are on top, facing away from you, and the legs are at the bottom.



- 3. Carefully pull the legs away from the center. Do not force the legs open. The legs will resist further opening when they are fully opened.



NOTE: The legs should snap into place when you close them for transporting the booth.

- 4. Lean the booth forward so that it rests on the legs.
- 5. Lift the box portion of the booth up and away from you to position it. When correctly positioned, the box snaps in place and is at a 45-degree angle away from you.



- 6. Open the privacy screen doors outward from the center. Do not force the doors open. The doors resist further opening when they are fully open.



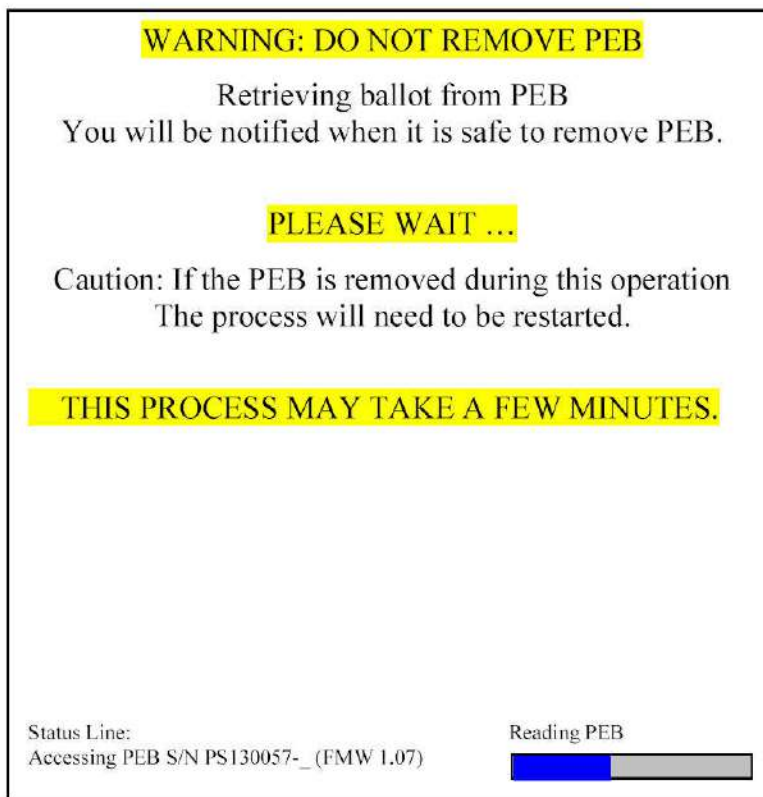
Equipment installed in assembled booth.



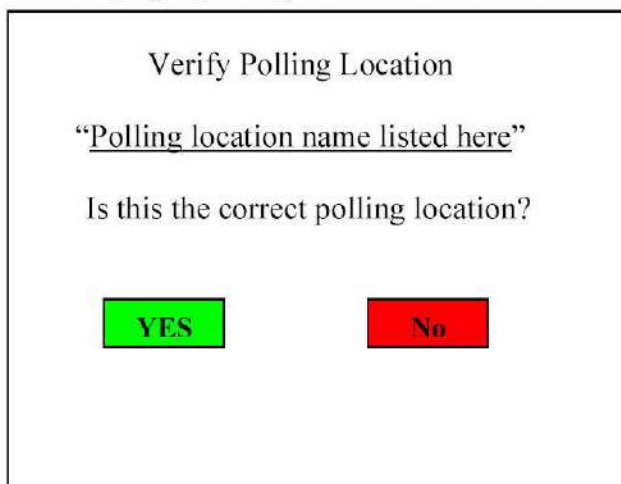
Opening the Polls

Before opening the polls ensure that all terminals have Compact Flash Cards installed. ADA terminals that are expected to play the audio ballot require Compact Flash Cards with the appropriate audio (.wav) files.

7. **Insert the Master PEB** into the voter terminal. The follow screen will appear:

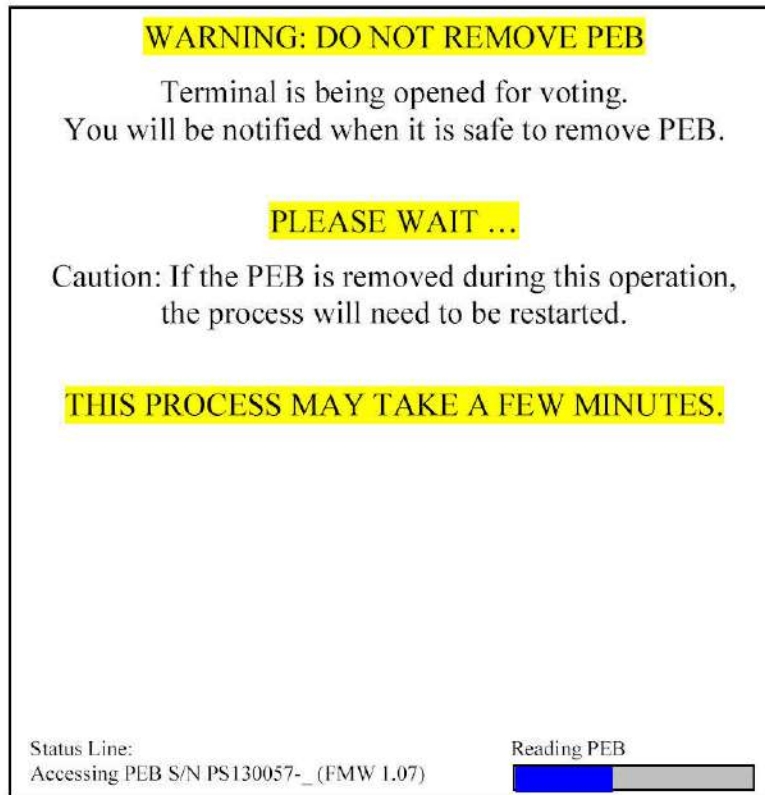


8. If progress bars are enabled you will also see these in the lower right hand corner of the screen, displaying the status of the current processes.
9. The terminal will then display a polling location verification screen:

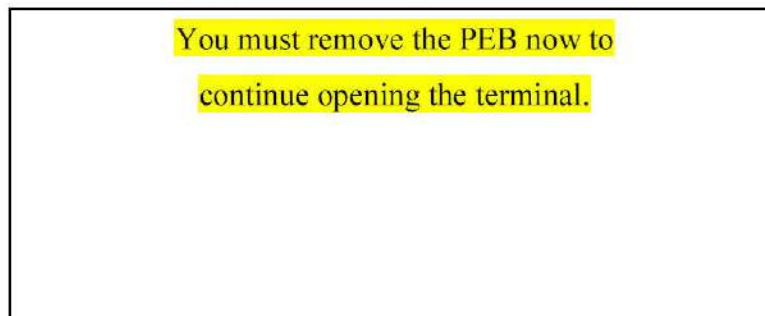


10. If the polling location name is **correct, select YES**. If it **not correct, select NO**. You will be instructed to remove the PEB and contact the election staff.

11. If “Yes” was selected the terminal will now display the following message:

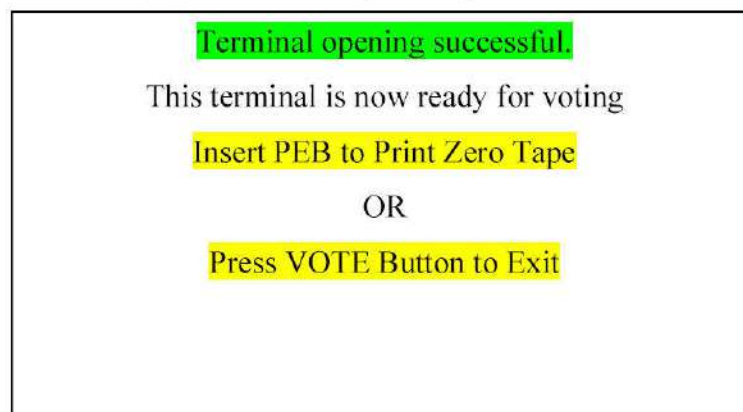


12. The terminal will then display the following instruction:



13. **Remove the PEB.** The terminal will continue to open.

14. The screen will then display the following message:



NOTE: You will typically only print a zero tape at the last terminal opened.

- 15. If you will be printing Zero tapes at each terminal, continue with step 16. If you plan to only print from the last terminal, skip to step 19.
- 16. **Re-insert the PEB.** The terminal will then display report-printing choices. Depending on how your election is coded, there will be either one or two printing options.
 - Option #1 - If only one is displayed, it will read: "Print polling location zero tape now?" This option will print a zero tape that will be inclusive of all terminals opened to this point. This option should be selected on the last terminal opened after having opened all terminals for this polling location. After making this selection, follow the printing instructions on the screen, or at step 21.
 - Option #2 - If a second option is displayed, it will read: "Print this terminal zero tape now?" This option is used if you wish to print individual zero tapes for each terminal as you open them.
- 17. After printing, you will be returned to the printing options screen. **Select Done** to exit. You will be prompted to **remove the PEB.**
- 18. **Continue to open terminals and print** as described in steps 7-17, until you have opened and printed all terminals. Continue to step 23.

Continued from step 15

- 19. **Press the VOTE button** and the screen will go blank.

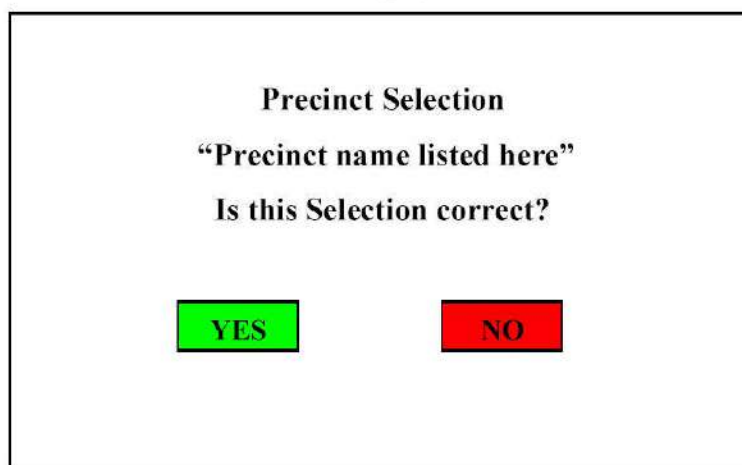
NOTE: You will typically only print when you have opened the last iVotronic terminal for your location.
- 20. Continue to open terminals as described above.
- 21. **After opening the last terminal**
 After following steps 12 – 20 in this checklist to open the last terminal, disconnect the RTAL printer from the terminal and connect the cable from the Communications Pack/Printer Pack. **Re-insert the Master PEB to print the Zero Tape.** When the report printing options are displayed, **select Print polling location zero tape now?,** and **follow the instructions below** or those on the terminal screen.
 - a. **Turn communication pack/printer pack selector switch to PRINTER.**
 - b. **Press and hold the small black button** on the printer until the green light turns on.
 - c. **Press the PRINT button** on the iVotronic screen to print the Zero Tape. After the programmed number of tapes has printed, you will be asked "Do you want to print another?". **Select "YES"** if you want another tape. When desired number of tapes have been printed, **answer "NO"** to this question and continue on.
- 22. The terminal will display the report printing options screen again. If you are through printing, **select Done.**
- 23. The terminal will prompt you to **turn off the communication pack,** reconnect the RTAL printer and press the screen to continue. **Press the iVotronic screen.** After the message "Please remove PEB. Terminal is now open for voting" appears, **remove the Master PEB.**

- 24. Store the Master PEB in a secure place in accordance with jurisdiction procedures. (It is common to store the Master PEB in the Communications Pack/Printer Pack, and place the pack in a secure location.)
- 25. **Have the appropriate election official(s) sign the Zero tape(s)**, and store according to jurisdiction procedures.

iVotronic Terminal Ballot Initialization Instructions

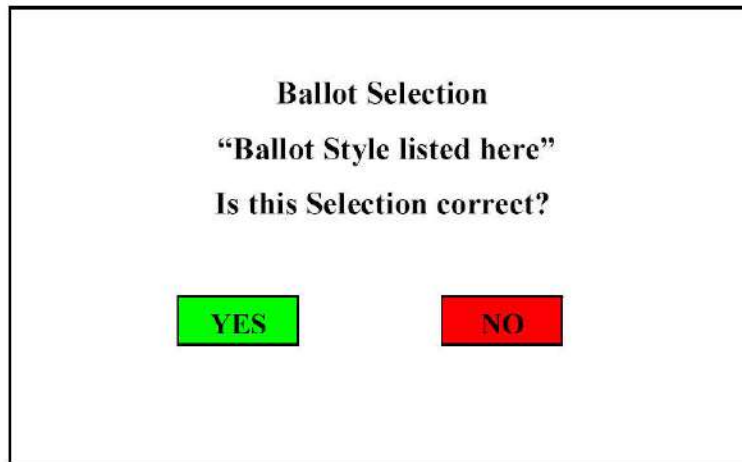
The poll worker must initialize a ballot for each voter. The Supervisor PEB is always in the possession of the poll worker. Your actual procedures regarding initializing a ballot for a voter will vary depending on what has been coded in your election. Any, or all of the following may be applicable to your election.

- 26. The poll worker **inserts the Supervisor PEB**.
- 27. Precinct Selection: If this is an early voting site or a consolidated polling location handling multiple precincts, a Precinct Selection screen may be displayed. Based upon information provided by the Registrar at the polling location, the poll worker will **select the appropriate precinct** for the voter.
- 28. A Precinct Verification screen will be displayed:



- 29. If the precinct name is **not correct**, press **NO**. The terminal will then display the Precinct Selection screen again, and allow the poll worker to make a new selection.
- 30. If the precinct name **is correct**, press **YES**, and continue to the next screen.
- 31. Ballot Selection: If Challenged/Provisional/Coded Ballots are coded for your election and/or multiple ballot styles are available for the selected precinct, a Ballot Selection Menu will be displayed. If a coded ballot is not needed for a voter, the poll worker may skip to step 39 in this checklist.
- 32. If Challenged/Provisional/Coded ballots are coded for your election and the polling location Registrar has indicated that the voter needs to vote a coded ballot, the poll worker will **select the coded ballot option** and **enter the unique ballot code** provided by the Registrar and **press OK**.

- 33. The terminal will return to the Ballot Selection Menu again and display the unique ballot code entered along with available ballot styles. **Ensure the ballot code has been entered correctly. If not, select the coded ballot option** again and repeat step #35.
- 34. Based upon information provided by the Registrar, the poll worker will **select the appropriate ballot style** for the voter.
- 35. A Ballot Selection verification screen will be displayed:



- 36. If the Ballot Style is **not correct**, press **"NO"**. The terminal will display the Ballot Selection screen again, and allow the poll worker to make a new selection.
- 37. If the Ballot Style **is correct**, press **"YES"**, and continue to the next screen.
- 38. The terminal will prompt the poll worker **"Please Remove Supervisor PEB"**. After **removing the PEB**, the poll worker may leave the voter to vote in private.
- 39. Language Selection: If multiple languages are coded for the election, the next screen will allow the voter to choose the language of their understanding, then the ballot will be displayed.

iVotronic ADA Terminal Instructions

The poll worker will still make the same screen selections as with the Non-ADA terminals. If available, these might include: Precinct selection, Challenged/Coded/Provisional Ballot selection and entering the code, and Ballot Style. If a Visual ballot is selected for a sighted voter, the poll worker should remove the PEB and allow the voter to select a language, if available, and vote in privacy. When an Audio Ballot is selected (by pressing the diamond shaped button), the voter should be wearing the headset. The screen will prompt the poll worker to remove the PEB. The poll worker should remove the PEB, and the screen will display Audio Assisted Ballot is Selected. If multiple languages are available, the first audio selection for the voter would be to select a language by using the up and down arrow buttons.

Voting instructions will then be given:

- 40. To repeat instructions, press the up arrow button.
- 41. To begin voting, press the diamond-shaped button.
- 42. To move from contest to contest, use the arrow-shaped buttons to move up and down the contest titles.
- 43. To vote a contest, locate the contest and press the diamond-shaped button. The first candidate or selection will be read.
- 44. Use the up and down arrow buttons to move from one candidate/selection to the next.
- 45. When you locate the candidate/selection of your choice, press the diamond-shaped button to vote for that candidate/selection.
- 46. You may change your vote at anytime until you cast your ballot.
- 47. To move to the next contest, use the down arrow button. It will be necessary to scroll down through the remaining candidates/selections in the current contest, to get to the next contest.
- 48. When the voter reaches the end of the ballot, they will be prompted to press the vote button at the top center of the terminal. When the vote button is pressed the voter will be notified of any un-voted, or under-voted contests or even if the ballot has been left blank. The voter has the option of reviewing their ballot and making any desired changes before casting their ballot, or pressing the vote button a second time to go ahead and cast the ballot.

NOTE: When scrolling through contests, candidates, or the audio alphabet for write-ins, it is not necessary to wait for the entire voice file to play before proceeding. This can be especially helpful when scrolling through the audio alphabet. You may press the up or down arrow buttons several times to "Skip ahead" to get to a desired alpha character, race or candidate.

Cast/Cancel the Vote for the Voter Who Walked Away

If a voter leaves without casting his or her own ballot, the ballot will have to be Cast or Cancelled according to state or local law. If the ballot has not been selected, the only option is to cancel the ballot. An open ballot left unattended (no screen activity), will begin “chirping” after 10 minutes. The poll worker should have someone return with them to the terminal, preferably someone of a different political party, to perform the following steps.

- 49. **Reinsert the Supervisor PEB.**
- 50. The screen displays “Last ballot was not cast”. Options are “Cast Ballot” or “Cancel Ballot”. As mandated by state or local law, select either Cast or Cancel.
- 51. The next screen will ask to confirm the previous choice and **select either YES or NO.**
- 52. **If Canceling the ballot, select the reason why the ballot is being cancelled from the list.**
- 53. The screen then displays the cancellation reason, and **select whether to proceed with vote cancellation or Exit the Menu.**
- 54. **Remove the Supervisor PEB** from the iVotronic when prompted, and voting can continue.

Voting After Scheduled Poll Closing Time

- 55. When the terminal’s internal clock reaches the pre-programmed official poll closing time and a **PEB is inserted**, the screen will display the Close Option Menu. If qualified voters are still waiting in line, **select the box next to Exit This Menu** to initialize a ballot for the voter.
- 56. This Close Option Menu will come up every time a PEB is inserted past the scheduled poll closing time. **Select “Exit This Menu”** each time and initialize a ballot for each voter until all qualified voters have been allowed to vote.
- 57. **Let the voter cast their vote** as usual.

Closing the Polls

When poll closing time is reached and all voters have voted, put away the Supervisor PEBs and follow the steps below to close each terminal.

NOTE: iVotronic 9.x firmware automatically collects Audit Data during the poll close procedure if it detects a flash card installed in the terminal. If election officials want the audit data collected on a single flash card, or flash cards other than those already installed in the terminals, they should provide additional instructions to the poll workers.

- 58. Remove the Master PEB from the secured location, and **insert the Master PEB** into the first voter terminal.
- 59. When the terminal displays the Close Option Menu, **select Close The Polls.**

60. The terminal will display the following message:

WARNING: DO NOT REMOVE PEB
Preparing to collect votes to PEB
You will be notified when it is safe to remove PEB.

PLEASE WAIT ...

Caution: If the PEB is removed during this operation,
the process will need to be restarted.

THIS PROCESS MAY TAKE A FEW MINUTES.

61. The terminal will then display the following instruction:

**You must remove the PEB now to
continue closing the terminal.**

62. **Remove the PEB.** The terminal will continue to Close.

63. The following screen is displayed when closing is complete. **Touch the screen**, and the terminal will power down.

Terminal Closing is Complete!

Vote Data Collection Successful
Audit Data Collection Successful

Touch screen to exit.

64. Continue closing all terminals following steps 58-63 of this checklist until all terminals are closed.

Print Totals Tape

- 65. **Connect the Communications Pack/Printer Pack** to the terminal.
- 66. **Insert the Master PEB** in this terminal. When the terminal displays “Print totals now?” **press the box next to YES.**

NOTE: If all terminals that were opened have not been closed, a message will appear specifying the opened terminal(s). Take the Master PEB and find that terminal(s) and insert the Master PEB and follow steps 58 - 63 in the **Closing the Polls** Section of this checklist. When the terminal has been closed, return to step 69 of this checklist.

- 67. **Turn communication pack selector switch to PRINTER.**
- 68. **Press and hold the small black button** on the printer until the green light turns on.
- 69. **Press the PRINT button** on the iVotronic screen to print the Totals Tape.
- 70. When the predetermined number of tapes have been printed, the screen will ask, “Do you want to print another?” Answer appropriately. **When finished, select “NO”.**
- 71. **If your election is coded to transmit results via modem, skip to step 76.**
- 72. If your election is not coded to transmit results via modem, continue with these steps. **Turn the communication pack selector switch to OFF. Disconnect the printer cable, and close the Communications Pack/Printer Pack and reconnect the terminal to the RTAL printer.**
- 73. **Press the iVotronic screen to continue.** A message will be displayed:
“Do you want to re-collect this terminal?”
- 74. **Select No.** A message in the lower left corner will display:
“Please remove PEB. Re-collection not chosen.”
- 75. Have the appropriate election officials sign on the results tape. If required, disassemble the voting booths. Take the Totals Tape, the Zero Tape, and the Master PEB and follow the county’s directions for delivery to Election Central.

Modeming (Transmitting) Results

- 76. If programmed, the terminal will display the message, "Modem precinct totals now?"
Select YES.
- 77. **Connect one end of the telephone cord to the Communications Pack/Printer Pack and the other end into a telephone line jack.**
- 78. **Turn the selector switch on the pack to MODEM.**
- 79. If upload is not successful, the terminal will ask "Try Again?" **Select YES.** At this point, **if instructed by Election Central, enter another phone number** if different from the programmed one.
- 80. **If the data transfer is unsuccessful after several tries, press NO** when prompted with the question, "Try Again?"
- 81. **If the upload is successful, press the screen.**
- 82. The next screen will ask "**Recollect Votes**" **Select NO**, and **remove the Master PEB.**
- 83. **Turn off the Communications Pack/Printer Pack, and put the terminal back in the voting booth, plugging it into the AC adapter and connecting the RTAL printer. Have the appropriate election officials sign on the results tape.** Take the Totals Tape, the Zero Tape, and the Master PEB and follow the county's directions for delivery to Election Central.
- 84. If required, take down the voting booths.