

# Maryland State Board of Elections



## Electronic Pollbook Step-by-Step Guide 2014 Primary Election

FOLLOW THIS GUIDE ON ELECTION DAY.

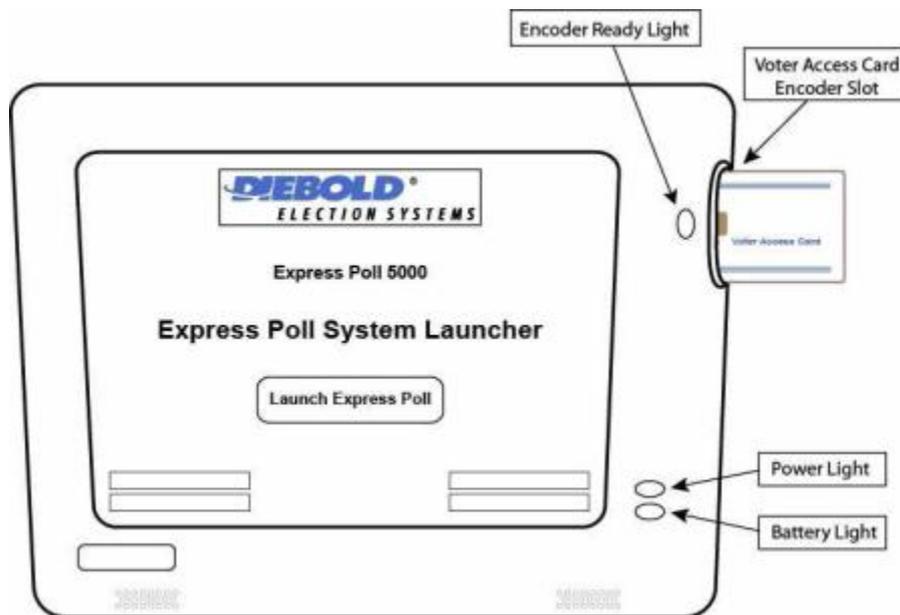
This step-by-step guide provides election judges with a quick reference for the most commonly used election day procedures for the electronic pollbook (EPB).

For additional procedures and trouble-shooting solutions, please refer to Chapter 8 of the the Election Judges' Manual and the CTE Guide.

UPDATED 3/28/2014

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# Introduction to the Electronic Pollbook



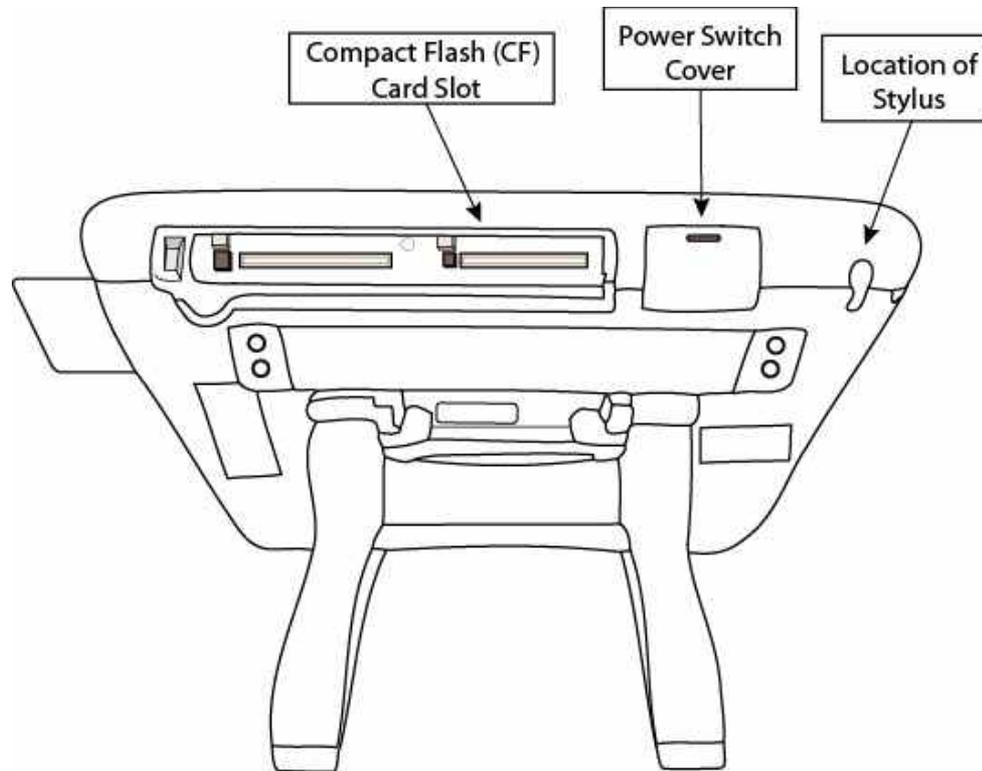
The **Encoder Ready Light** is solid green when the unit is in operation. The light flashes when a voter access card is being encoded.

The **Voter Access Card Encoder Slot** is where an election judge inserts a voter access card to be encoded for a voter during the check-in procedure.

The **Power Light** is green when the unit is in use.

The **Battery Light** will flash green when the unit is plugged into an electrical power source and is charging. The light is off when there is no electrical power.

# Introduction to the Electronic Pollbook

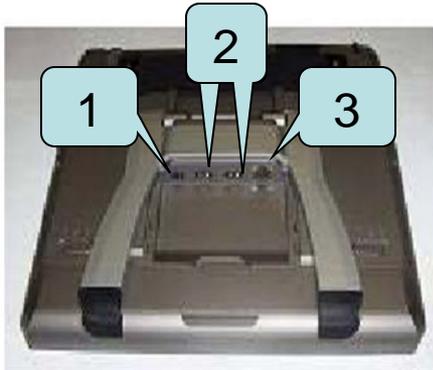


The **Compact Flash (CF) Card Slot** contains a compact flash card, a device used in the electronic pollbook for storing election information and a list of eligible voters. The protective cover for the Compact Flash Card Slot is to remain closed and sealed during an election.

The **Power Switch Cover** can be opened to access the on/off power switch.

The **Stylus** is the pen-shaped instrument with a hard point stored in the top of the unit to be used to navigate the electronic pollbook. You use the stylus to “tap” commands on the screen.

# Introduction to the Electronic Pollbook



A. The four connection ports



B. The cables plugged in correctly



C. The protective cover in place

A. The back of the electronic pollbook has four ports, from left to right:

1. Power connection
2. Two USB ports
3. LAN port

B. All cable connectors are unique and fit only one way. Insert USB plug with USB icon facing up. Insert LAN plug with locking tab facing up. If a cover is used, make sure all connectors are properly set before covering.

C. (Optional) The back may remain covered during the election to help prevent disconnection.

**IMPORTANT: Verify Ballot Counts Report and Voter Counts Report print when opening each pollbook BEFORE networking any pollbooks.**

# Networking Two Electronic Pollbooks

- 1**  Verify the serial and outer seal numbers on each EPB case with the numbers recorded on Part 1 of the *Electronic Pollbook Integrity Report*.

- Remove the outer seal and open the two latches.



- 2**  Detach internal power connection (if attached) from the EPB.
- Remove EPB and power cord from case. **Do NOT grab the EPB by its legs! Use the elastic strap.**



- 3**  Verify that the **Power Switch** on the top is turned **OFF** **before** connecting any cords or cables.



- 4**  Insert the power cord (marked with yellow tape) into the first connection slot marked **PWR** and the other end into a power source. **Do NOT turn on the power switch yet!**



- 5**  Plug the larger end of the printer USB cable into either of the two USB ports on the back of the electronic pollbook.



- 6**  Connect the smaller end of the USB cable into the printer.



# Networking Two Electronic Pollbooks

7

**Reminder: For more than two electronic pollbooks, see “Networking Three or More Electronic Pollbooks to Hub” on pages 7 - 8.**

8

- Connect one end of the crossover cable into the LAN port of a electronic pollbook.



9

- Connect the other end of this cable into the other electronic pollbook's LAN port.



10

- (Optional) Install protective cover as shown below to help prevent disconnection.



11

- Connect the printer's power cord (marked with **blue** tape) to the printer and the power source.



**Do not plug the electronic pollbook's power cord into the printer. It will permanently damage the printer.**

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- Turn the power switch to **ON** for **JUST ONE** electronic pollbook (if networked).
- Proceed to “**Opening the Electronic Pollbooks**” on page 9.



# Networking Three or More Electronic Pollbooks to Hub

- 1**  Verify the serial and outer seal numbers on each electronic pollbook case with the numbers recorded on Part 1 of the *Electronic Pollbook Integrity Report*.

- Remove the outer seal and open the two latches.



- 2**  Detach internal power connection (if attached) from the EPB.

- Remove EPB and power cord from case. **Do NOT grab the EPB by its legs! Use the elastic strap.**



- 3**  Verify that the **Power Switch** on the top is turned **OFF** before connecting any cords or cables.



- 4**  Insert the power cord (marked with yellow tape) into the first connection slot marked **PWR** and the other end into a power source. **Do NOT turn on the power switch yet!**



- 5**  Plug the larger end of the printer USB cable into either of the two USB ports on the back of the electronic pollbook.



- 6**  Connect the smaller end of the USB cable into the printer.



# Networking Three or More Electronic Pollbooks to Hub

7

## Reminder:

If networking only two electronic pollbooks, see “Networking Two Electronic Pollbooks” on pages 5 – 6.

8

- The **Hub** (or switch) connects the electronic pollbooks and allows them to synchronize data when more than two electronic pollbooks are being used in a polling location.
- Note that there are several models used, and their appearances vary



9

- BEFORE** turning on the **electronic pollbooks**, connect the hub's power cord into the first socket in the back of the hub.
- Insert the power cord's plug into the power strip. The hub's power light indicator will turn **green**.



10

- Plug a hub cable into the **LAN** port on an electronic pollbook.



11

- Connect the other end of the hub cable to any port in the hub.
- Repeat steps 10 & 11 for each electronic pollbook.



12

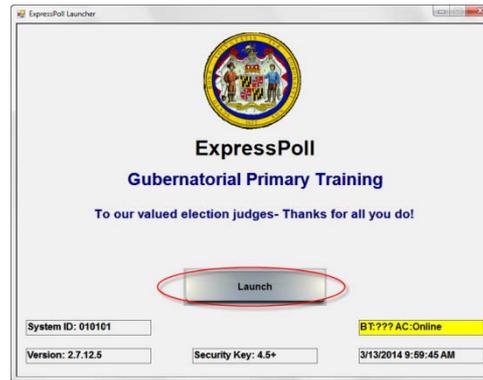
- Turn the power switch to **ON** for all pollbooks .
- Proceed to “**Opening the Electronic Pollbooks**” on page 9.



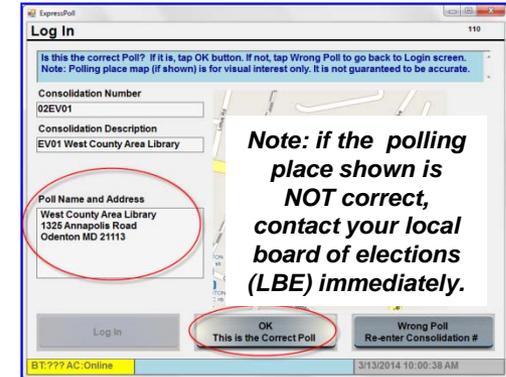
# Opening the Electronic Pollbooks

- Turn on each electronic pollbook, then complete steps 2 - 9.
  - A least one and preferably ALL pollbooks must be turned on before the polls open at 7:00 AM.
  - IMPORTANT: Verify Ballot Counts Report and Voter Counts Report print when opening each pollbook BEFORE networking any pollbooks.**

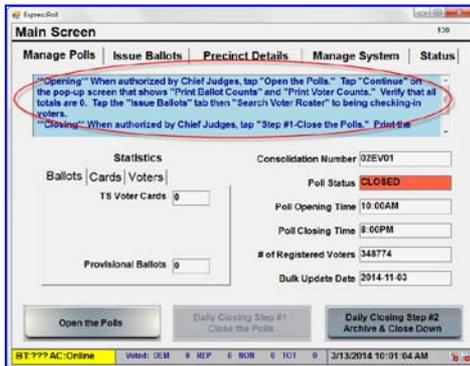
- From the Launch screen, tap the <Launch > button.



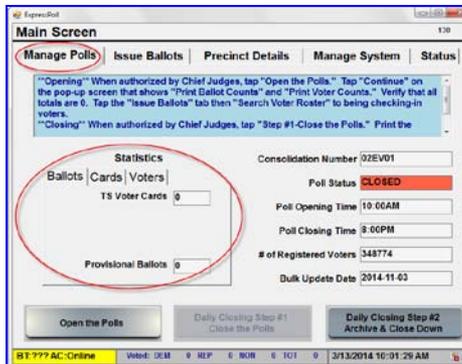
- Verify that correct precinct is shown, then tap <OK This is Correct Poll > button.



- Important Note:** Almost everything you will need to know about using the EPB is in the on-screen instructions. ***Please read them!***

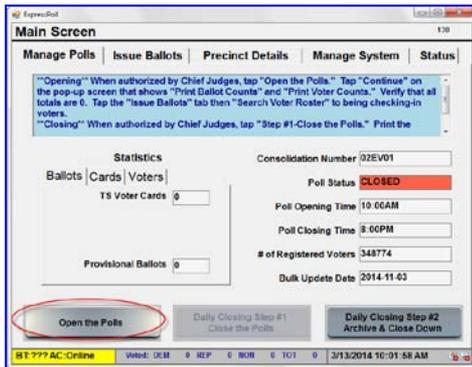


- Verify that all Ballots Statistics are Zeroes. If any are NOT zero, notify Chief Judges.

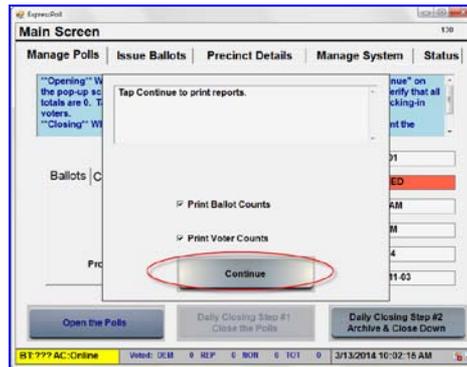


# Opening the Electronic Pollbooks

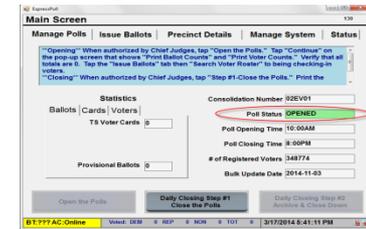
- 6**  Tap the **<Open the Polls>** button.



- 7**  Tap Continue to print the Ballot Counts and Voter Counts reports.



- 8**  The **"Poll Status"** will change to **green** and display **"OPENED"**.



- Repeat steps 2-8 until all electronic pollbooks have been opened.
- Follow the instructions for **"Checking Synchronization"** on page 11, if necessary.

- 9**  The **Status Bar** at the bottom of the screen displays helpful information

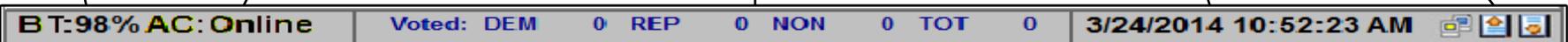
**Battery Charge %** - Shows "NONE" in red box if battery is missing or disconnected

**Precinct Voted Total** of voters checked in, including DEM, REP and ALL OTHER parties. Includes voters issued provisional ballots.

**Digital Clock** shows current date and time. **Note:** If date is wrong or time is more than 10 minutes off, contact a Chief Judge.

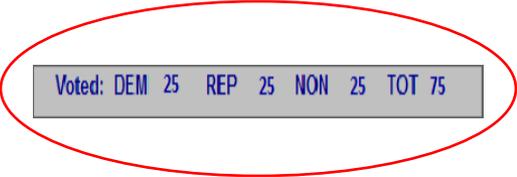
**AC Power Status** message shows "Online" when power is connected, "Offline" when power is off.

**Network Icons** show status of connectivity with the other pollbooks in the precinct.



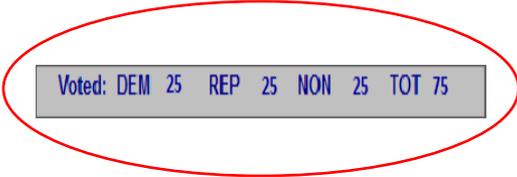
# Checking Synchronization

- 1**  Check the voted totals at the bottom of the screen against the other pollbook(s) in the precinct: all totals should match.



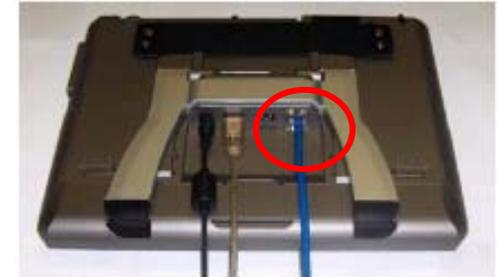
Voted: DEM 25 REP 25 NON 25 TOT 75

- 2**  If voted totals do not match, this indicates a break in synchronization.



Voted: DEM 25 REP 25 NON 25 TOT 75

- 3**  If there is a break in synchronization for more than 5 minutes, Check the cable connection to the back of each EPB. If cable locking tab is broken, cable should be replaced.



- 4**  Check the connection to the hub, if a hub is used.  
 Check the power connections to each piece of equipment.



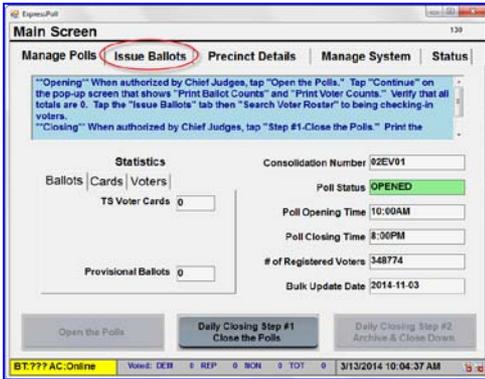
- 5**  If the synchronization is not established after checking each connection, call for a chief judge who will seek technical assistance.

- 6**  Synchronization should be verified periodically during the election by comparing “Voted” Totals at the bottom of the screen for all networked pollbooks.

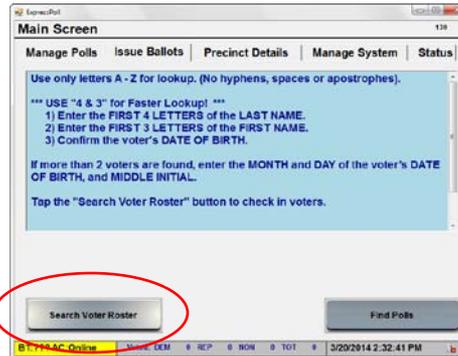
**Note:** There may be brief periods of small differences in the totals. This is normal and will reconcile automatically.

# Voter Name Search

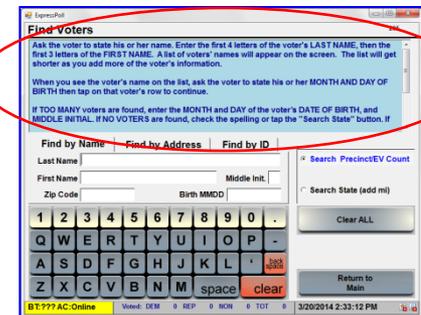
- 1** Tap the **<Issue Ballots>** tab at the top of the screen.



- 2** Tap the **<Search Voter Roster>** button at the bottom left of the screen.



- 3** On the **"Find Voters"** screen, use the **"4 & 3 + DOB"** method:
- First 4 letters of LAST NAME
  - First 3 letters of FIRST NAME
  - Date of Birth (if too many voters are found)



- 4** More hints for faster voter lookup:

✓ If "4 & 3 + DOB" search stops on a shorter name, add another letter.

✓ Use only letters A – Z.

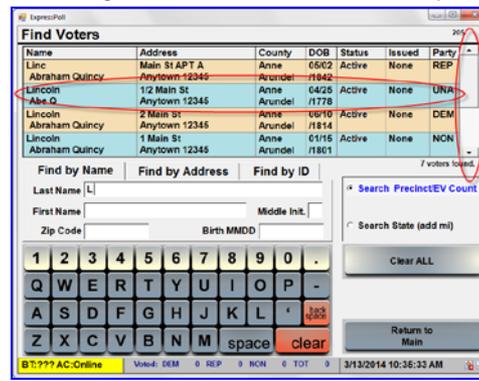
For example:

Enter "O'Donnell" as "ODON".

Enter "El-Amin" as "ELAM"

Note: The Voter's actual registered name (with punctuation) is printed on the VAC.

- 5** To select a name, tap anywhere in that row. Tap the side arrows to scroll through the names, if necessary.



- 6** Follow procedures to verify the voter's information. If correct, see the instructions for **Issuing a Voter Access Card**. If not, **<Go Back>**.



# Voter Not Listed in Precinct Roster

- 1**  If voter is NOT FOUND, follow the instructions on the screen, then tap the **<Search STATE>** button.

**Find Voters** 205

\*\*\* Voter NOT FOUND in Precinct \*\*\*  
Search the state for this voter:  
1) Make sure that the "4 & 3" letters are entered correctly (first 4 letters of last name, first 3 letters of first name)  
2) Enter the MONTH and DAY of the voter's DATE OF BIRTH  
3) Enter Middle Initial  
4) Tap the "Search State" button.  
If voter is still NOT FOUND, try "Find by Address"

Find by Name | Find by Address | Find by ID

Last Name [Z] Middle Init. Search Precinct/EV Count  
First Name Birth MMDD Search State (add ml)  
Zip Code Birth MMDD

1 2 3 4 5 6 7 8 9 0 .  
Q W E R T Y U I O P -  
A S D F G H J K L ' ' < >  
Z X C V B N M space clear

BT:???:AC:Online Voted: DEM 0 REP 0 NON 0 TOT 0 3/24/2014 2:11:58 PM

- 2**  If there are TOO MANY voters found in the state, follow the instructions on the screen...

**Find Voters** 205

- STATE - TOO MANY Voters found.  
1) Make sure that the "4 & 3" letters are entered correctly (first 4 letters of last name, first 3 letters of first name)  
2) Enter the MONTH and DAY of the voter's DATE OF BIRTH and MIDDLE INITIAL (enter space if voter has no middle name)  
3) Enter voter's zip code  
If voter is still NOT FOUND, try "Find by Address"

Find by Name | Find by Address | Find by ID

Last Name [L] Middle Init. Search Precinct/EV Count  
First Name Birth MMDD Search State (add ml)  
Zip Code Birth MMDD

1 2 3 4 5 6 7 8 9 0 .  
Q W E R T Y U I O P -  
A S D F G H J K L ' ' < >  
Z X C V B N M space clear

BT:???:AC:Online Voted: DEM 0 REP 0 NON 0 TOT 1 3/21/2014 6:52:63 PM

- 3** ...and enter the voter's DOB, Middle Initial (space for No Middle Initial) and zip code.

**Find Voters** 205

Name	Address	County	DOB	Status	Issued	Party
Linc Abraham Quincy	Main St APT A Anytown 12345	Anne Arundel	05/02 /1842	Active	None	REP

Find by Name | Find by Address | Find by ID

Last Name [LINC] Middle Init. [Q] Search Precinct/EV Count  
First Name [ABRA] Birth MMDD [0502] Search State (add ml)  
Zip Code [12345]

1 2 3 4 5 6 7 8 9 0 .  
Q W E R T Y U I O P -  
A S D F G H J K L ' ' < >  
Z X C V B N M space clear

BT:???:AC:Online Voted: DEM 0 REP 0 NON 0 TOT 0 3/24/2014 2:15:18 PM

- 4**  If you find the voter, tap in the voter's row to open the **"Voter Record"** screen. Tap the **"Precinct Details"** tab...

**Voter Record** 205

Lincoln Ambrose Q 3 Main St Anytown 12345

Voter Details | Identification | Voter History | **Precinct Details**

This voter is not eligible to vote a regular ballot at this location. Tap "Precinct Details" tab at the top of this page to find the voter's correct polling place.  
Or, tap the "Provisional Ballot" button to issue this voter a provisional ballot.

Precinct: 001-001-1 DOD: 0/15/1818 Status: Active  
Registered name: Party/Other Parties  
Lincoln, Ambrose Q ID Require: Issued: None

Wrong Polling Place - Please see instructions above.  
CONG-03; LEGIS-32; COUNCIL-061

Issue TS Ballot Issue Provisional Ballot Go Back

BT:???:AC:Online Voted: DEM 0 REP 0 NON 0 TOT 1 3/21/2014 6:50:15 PM

- 5** ...to find the voter's correct precinct. Note: A chief judge **must** follow procedures to complete a **Provisional Worksheet** before issuing a provisional ballot.

**Voter Record** 200

Lincoln Abraham Quincy 1 Main St Anytown 12345

Voter Details | Identification | Voter History | **Precinct Details**

Consolidation Number: 0205001  
Consolidation Description: Dist.Prec: 001-001-1

Poll Name and Address:  
Linthicum Elementary School  
101 School Lane  
Linthicum MD 21090  
Dist: CONG-03; LEGIS-32  
Ballot Style: NON-2

Print Information Go Back

BT:???:AC:Online Voted: DEM 0 REP 0 NON 0 TOT 0 3/24/2014 2:25:34 PM

- 6**  To return directly to the **"Find Voters"** screen, just tap the **<Go Back>** button.

**Voter Record** 200

Murphy Robert David 733 N Holly Dr Annapolis 21403

Voter Details | Identification | Voter History | **Precinct Details**

Consolidation Number: 0205001  
Consolidation Description: Dist.Prec: 005-001

Full Name and Address:  
25,001 St. Margaret's Episcopal Church  
1001 Pleasant Plains Rd  
Annapolis 21403  
County: LEGIS-30 Ballot Style: DEM-2/REP-23

Print Information Go Back

BT:???:AC:Online Voted: DEM 0 REP 0 NON 0 TOT 0 3/24/2014 2:15:18 PM

# Voter Address Search

- 1** To search for a voter by address, tap the **<Find by Address>** sub-tab on the **"Find Voters"** screen.

The screenshot shows the 'Find Voters' screen with three sub-tabs: 'Find by Name', 'Find by Address', and 'Find by ID'. The 'Find by Address' sub-tab is highlighted with a red circle. Below the sub-tabs are input fields for Last Name, First Name, Middle Init., Zip Code, and Birth MMDD. A numeric keypad and a QWERTY keyboard are visible at the bottom.

- 2** Follow instructions for entering voter's address. If voter's street has a direction, type "N" for "North," "S" for "South," etc., **without a period.**

The screenshot shows the 'Find Voters' screen with instructions for entering a street address highlighted in a red circle. The instructions are: '1) Enter the street name. Note: If street name has a direction (N, S, E, W, NE, NW, SE, SW) the abbreviated direction MUST be included (with no period). Example: If voter lives on South Main Street, enter "S MAIN" 2) Enter the House Number 3) Enter the Zip Code'. Below the instructions are input fields for Street, House #, Apt. #, and Zip Code.

- 3** To narrow the search, enter the voter's house number and zip code.

The screenshot shows the 'Find Voters' screen with the 'Find by Address' sub-tab selected. The 'Street' field contains 'MAIN'. The 'House #' field contains '1' and the 'Zip Code' field contains '12345'. These fields are highlighted with a red circle. A table of search results is visible at the top.

Name	Address	County	DOB	Status	Issued	Party
Lincoln Abraham Quincy	1 Main St Anytown 12345	Anne Arundel	01/15 /1801	Active	None	NON

- 4** Address searches are automatically done in "Search State" mode, so there's no need to "shift gears"

The screenshot shows the 'Find Voters' screen with the 'Search State (add mi)' button highlighted in a red circle. The search results table is visible at the top.

Name	Address	County	DOB	Status	Issued	Party
Lincoln Abraham Quincy	1 Main St Anytown 12345	Anne Arundel	01/15 /1801	Active	None	NON

- 5** To select a name, tap anywhere on the line. Press the side arrows to scroll through the names, if necessary.

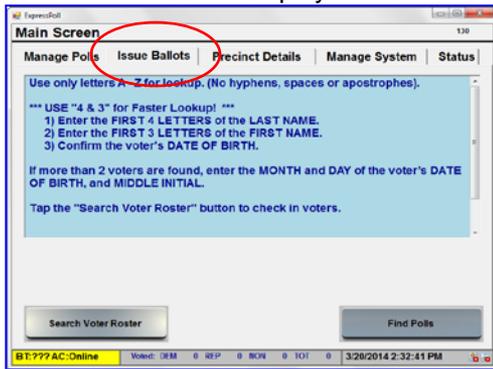
The screenshot shows the 'Find Voters' screen with the search results table highlighted in a red circle. The table contains one entry: Lincoln Abraham Quincy at 1 Main St Anytown 12345, Anne Arundel county, DOB 01/15 /1801, Active status, and None party.

Name	Address	County	DOB	Status	Issued	Party
Lincoln Abraham Quincy	1 Main St Anytown 12345	Anne Arundel	01/15 /1801	Active	None	NON

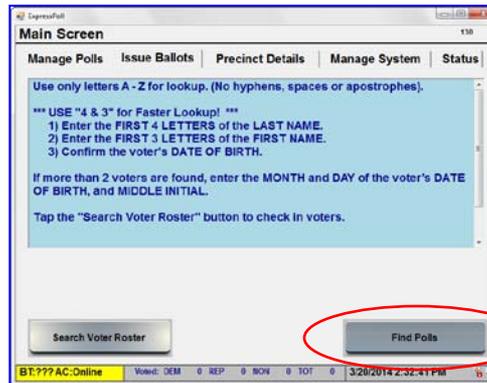
- 6** If the voter is in the correct precinct, follow regular check-in procedures.
- If the voter is not in the correct precinct, follow Steps 4 and 5 on page 13 for a "Voter Not Listed in Precinct Register."
- If necessary, tap the **<Find by Name>** sub-tab to return to searching for voters by name.

# Finding Polling Place for Voter's Street Address

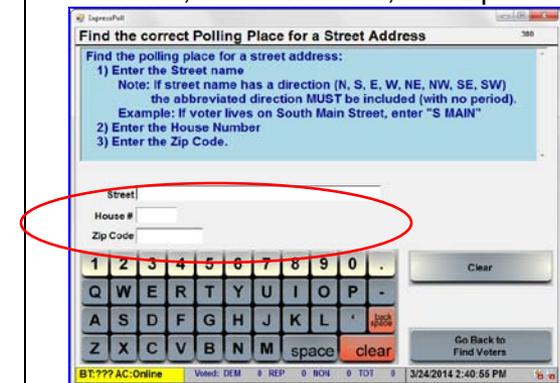
- 1** Tap the <Return to Main> button from the Find Voters screen: the “Issue Ballots” tab will display.



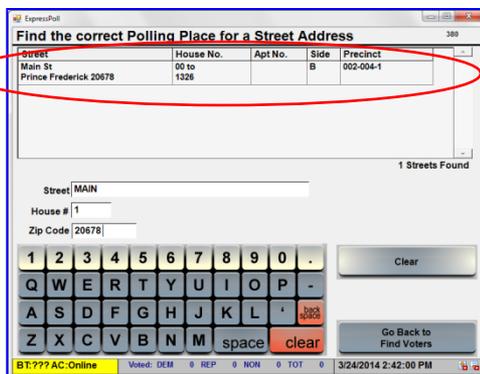
- 2** Tap on the <Find Polls> button in the bottom right.



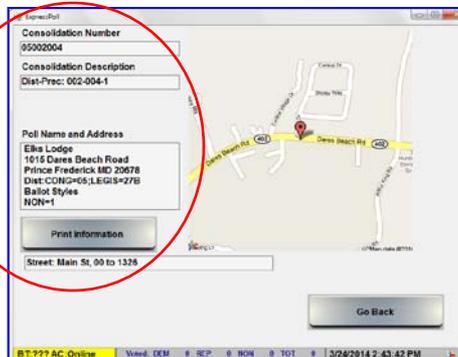
- 3** Follow the instructions on the screen: enter the voter's street name, house number, and zip code.



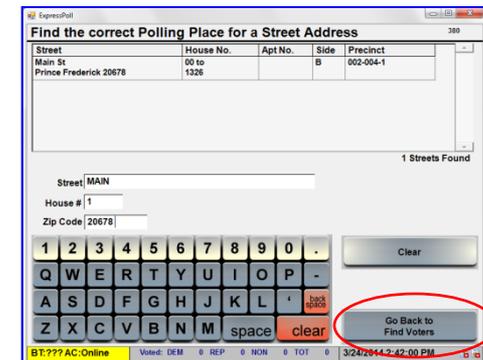
- 4** Verify that the voter's address is within the range of house numbers shown. Tap anywhere in that row.



- 5** Polling place for the selected range of addresses is shown. Tap the “Print” button if you wish to print this information for the voter.



- 6** Tap on <Go Back to Find Voters> to return to the Main Screen.



# Issuing a Voter Access Card

- 1**  If the voter's information is correct and the voter is eligible to vote on a voting unit, tap the **<Issue TS Ballot>** button.

The screenshot shows the 'Voter Record' screen for Lincoln Ambrose Q. At the bottom, the 'Issue TS Ballot' button is circled in red. Other buttons include 'Issue Provisional Ballot' and 'Go Back'.

- 2**  If this is the first ballot issued, or the pollbook has been restarted, enter your name when prompted

The screenshot shows the 'Voter Record' screen with a prompt 'Please enter your name.' and a numeric keypad. The 'Judge's Name' field is visible.

- 3**  **ONLY IF** the voter wants to use an audio ballot, tap the box for **"Audio Ballot (VIBS)"**  
 Tap the **<Create Voter Access Card for Touch-Screen>** button.

The screenshot shows the 'Select Ballot' screen. The 'Audio Ballot (VIBS)' button and the 'Create Voter Access Card for Touch-Screen' button are circled in red.

- 4**  When **"INSERT CARD INTO SLOT"** is displayed at the bottom of the screen, insert a voter access card into the slot on the right side of the electronic pollbook.



- 5**  Do **NOT** remove the voter access card until the green light next to the card slot is flashing and **"CARD WRITTEN OK. REMOVE CARD FROM SLOT"** is displayed at the bottom of the screen.

- The printer will now print the voter's Voter Authority Card (VAC).  
 Follow procedures for issuing the voter his or her voter access card and printed VAC.

- 6**  Voter is marked as **"TS Issued"** in the roster, and the program automatically returns to **"Find Voters"**

The screenshot shows the 'Find Voters' screen with search options for Name, Address, and ID. A numeric keypad is visible at the bottom.

# Issuing a Provisional Ballot

- 1**  If a voter is not eligible to vote on a voting unit, a provisional ballot may be issued. Tap on the **<Issue Provisional Ballot>** button.

The screenshot shows the 'Voter Record' screen for Harrison, William Henry. The status is 'Active ABS Issued'. At the bottom, the 'Issue Provisional Ballot' button is circled in red.

- 2**  Select the voter's correct precinct (if necessary) and desired ballot party (for primary elections).

The screenshot shows the 'Select Ballot' screen. The 'Verify Voter's PRECINCT' and 'Select PARTY' dropdown menus are circled in red. The voter name is Harrison, William Henry and the precinct is 001-001-1.

- 3**  Using the table below, find the number code for the reason a provisional ballot is being issued

1	Not listed on the precinct register
2	Listed but indicated a change of address
3	Listed but claims a different party affiliation (primary election only)
4	Listed as "ABS Issued," "Card Issued," or "PROV."
5	Listed as "Show ID" and unable to provide sufficient ID
6	Listed as "Pend1" ("Show ID" on Voter Details screen)
7	Listed as "Pend2" ("Need DL#/SSN#" on Voter Details screen)
8	Challenged by a poll watcher & could not provide acceptable ID
9	Other (please tell Chief Judge the reason)
10	Voting during extended voting hours

- 4**  Using the drop down menu, select the number code and the reason a provisional ballot is being issued, from the table.

The screenshot shows the 'Select Ballot' screen. The 'Select Ballot Reason' dropdown menu is circled in red and shows the selected option: '4 - Listed as "ABS Issued," "TS Issued," "PROV," or "Voted Early"'. The voter name is Harrison, William Henry and the precinct is 001-001-1.

- 5**  Tap the **<Issue...>** button. Voter is now marked as "PROV" in roster, and program returns to "Find Voters"

The screenshot shows the 'Select Ballot' screen. The 'Issue Provisional Ballot' button is circled in red. The 'Select Ballot Reason' dropdown menu is also circled in red and shows the selected option: '4 - Listed as "ABS Issued," "TS Issued," "PROV," or "Voted Early"'. The voter name is Harrison, William Henry and the precinct is 001-001-1.

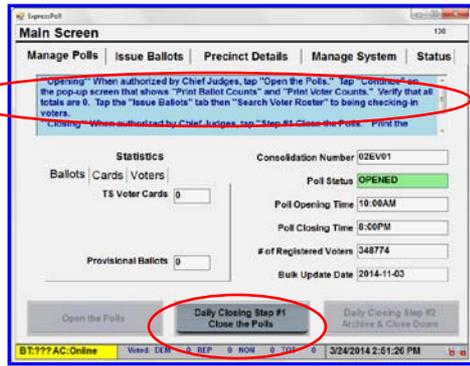
- 6**  The Voter Authority Card will print. Initial it and have the voter review and sign it.

The image shows a printed Voter Authority Card for Gubernatorial Primary 2010 - Testing. The card includes the following information:

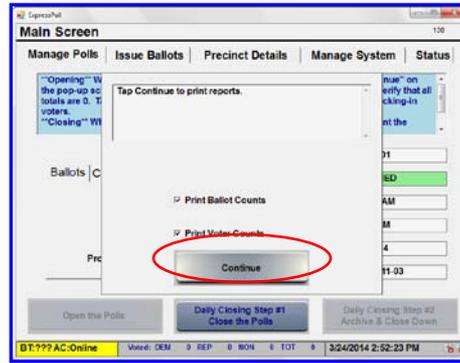
- VOTER AUTHORITY CARD
- GUBERNATORIAL PRIMARY 2010 - TESTING
- PROVISIONAL BALLOT
- Reason Code: 2
- DAVINCI, LEONARDO A
- 13470 Harrison Landing Rd, Springfield 21000
- DOB: 11/9/1941
- ID#: 3782270 Party: UNA/OTH
- Assigned Dist/Prec: 005-001.Cong=01/Legis=38A EPB Number: 999
- Ballot Issued Dist/Prec: Dist/Prec: 005-001
- Ballot Style: 11 Issued: 04/08/2010 11:56:04
- Please sign in the space below.
- Voter Signature \_\_\_\_\_
- Check-in Judge Initials: \_\_\_\_\_
- Provisional Judge Initials: \_\_\_\_\_
- DO NOT REMOVE THIS CARD FROM THE POLLING PLACE

# Closing the Electronic Pollbooks

- 1**  Return to the “Main Screen/ Manage Polls” tab and follow the “Closing” instructions. First step is to tap the **<Daily Closing Step #1 Close the Polls>** button.

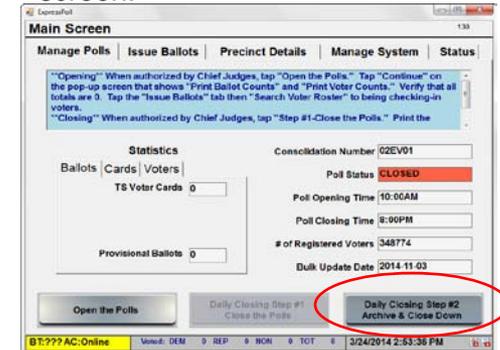


- 2**  Tap **<Continue>** to print the “Ballot Counts” and “Voter Counts” Reports.



- 3**  Attach both reports to the *Electronic Pollbook Integrity Report* and give the report to the Chief Judges.

- Tap the **<Daily Closing Step #2 Archive & Close Down>** button. Answer Yes to the question and verify you are returned to the “Launch” screen.



- 4**  It is now safe to turn the power off at the top of the electronic pollbook.

- Remember to store the stylus in its slot.



- 5**  Do not forget to pack the power cord in the case.

- Remember to place the electronic pollbook face down in the case.



- 6**  Repeat Steps 1 – 5 for each electronic pollbook.

- Follow the instructions from your LBE for sealing, packing, and securing all electronic pollbooks, printers, cables, and hub (if used).

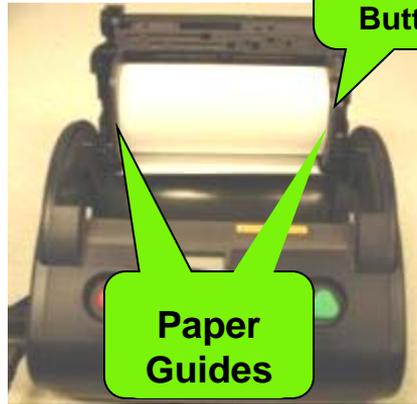
- Make sure the serial number on the electronic pollbook matches the serial number on the case.

# Changing the Printer Paper

- 1**  Push the **Cover Release Button** and push open the paper compartment.



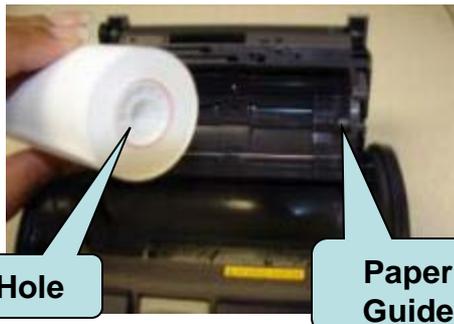
- 2**  Slide the **Paper Release Button** forward and gently slide the **Paper Guides** apart with your thumbs.



- 3**  Slide the **Paper Release Button** forward and gently slide the **Paper Guides** apart with your thumbs. Remove roll.



- 4**  Place the holes of the new paper roll over spindles on Paper Guides.  
 Make sure the paper feeds from the **BOTTOM**.



- 5**  Slide the **Paper Release Button** forward and gently slide the **Paper Guides** together.



- 6**  Pull paper through the printer's opening and close the cover.

**Note:** When the red marks appear on the paper, it is time to replace the roll.



# Troubleshooting

- 1**  The most commonly experienced issues with the pollbooks are described on this page, together with a solution.
- It is always important for the election judge or a technician to record the issue with as much as detail as possible in the judge's log or the technician's incident report.
- With the exception of synchronization issues, the use of a pollbook should be discontinued if it experiences a problem more than 3 times. The LBE should be contacted and spare pollbook should be dispatched if required

- 4**  **If a message beginning with 'Fatal Error' is shown.**
- Write down the text of the error message, and then reboot the pollbook.

- 2**  **The pollbook appears to freeze.**
- If the pollbook is unresponsive to touch from the stylus, and there is no activity on the screen, such as an hourglass, then wait 30 seconds. If the pollbook remains frozen, then re-boot it if the pollbook remains frozen.
- If the pollbook is unresponsive to touch, but activity is viewed on screen, such as an animated hourglass, then wait 1 minute. If there is no change, re-boot the pollbook.

- 5**  **A message showing "the Printer is not Connected or Powered up"**
- Check the cable to the printer, and verified the printer is powered on.

- 3**  **A pollbook appears not to be synchronizing with the other(s).**
- If the Voted totals in the status bar do not match or are not very close with other pollbooks, and totals are not incrementing when other pollbooks are used follow the instructions on page 11.
- If the pollbook is still not synchronizing, continue to check-in voters with that pollbook, until there are few voters in the polling place, and there isn't a long line. At this time, the pollbook can be rebooted.
- If the pollbook has not synchronized by close of polls, reboot the pollbook at close, and wait five minutes for synchronization. If this is not successful, record the issue and close the pollbook.

- 6**  **If no name is shown in the 'Last Name' field when you are entering a voter's name.**
- Record the issue and reboot the pollbook